City of Seattle Year 2000 Project

Status Report: Six Months and Counting July 1, 1999

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The information provided in this report is produced for the sole purpose of assisting the planning for the transition to the Year 2000. All information provided is hereby designated a YEAR 2000 READINESS

DISCLOSURE STATEMENT as defined in section 3 (11) of the Year 2000 Information and Readiness Disclosure Act, (Public Law 105-271, 112 Stat. 2386).

Introduction

With six months until January 1, 2000, the City of Seattle is moving steadily toward a position of Y2K readiness, with nearly 70% of its critical applications fixed, replaced, or upgraded. While our work continues, efforts already completed go far toward ensuring that the public will receive essential city services in all vital areas, including

- electricity
- water
- sewer service
- police and fire protection
- · emergency medical response
- · the safe flow of traffic

Other automated systems, such as those supporting the Seattle Center, our courts, and our important regulatory functions, have also been fixed and await final testing to certify their compliance with the City's date standards.

This report provides an overview of some of the work done to date and a summary of the status of the City's readiness in a variety of areas: computer equipment, applications, embedded systems, vendor and supplier assessment, and contingency planning.

It also reviews the status of each department and examines in detail the status of the factors that could affect the continuity of the City's vital services, including due dates for tasks remaining to be completed.

The report is a snapshot of the City's situation on July 1, 1999. Updates will be provided every month through January 1. Current information is also available on the City's Y2K web site at http://www.ci.seattle.wa.us/y2k/

I. Background

Last fall, the City contracted with Data Dimensions, Inc., to review its Y2K readiness program. Their assessment was released in February of this year. Although they did not identify any critical systems that were likely to fail, the review pointed out weaknesses in the City's processes which could put it at high risk when computer systems roll forward into the Year 2000.

At the time of the review in the fall of 1998, the City's departmental approach lacked efficiency, coordination and consistency. Individual departments varied widely in their ability to manage, staff, and fund a comprehensive Year 2000 effort. There was no central supervision or control and consequently, clearly defined plans and consistent methodologies were not being used across City departments.

In the past four and one half months, the City has established a Y2K Project Office and adopted a date standard and methodology. That Office has promulgated that methodology and attendant forms and procedures, developed an overall project plan with clear milestones and dates, and established facilities to assist with testing. Departments, working the staff of the Project Office, have made significant progress in defining, prioritizing, and fixing their Y2K problems.

As a result, the City has identified and fixed the Y2K problems with the majority of its mission-critical computer systems; reviewed and, with few exceptions, replaced or upgraded non-compliant embedded systems affecting process controllers, building operations, and communications devices; listed and begun contacting its major vendors and suppliers; begun

developing test plans and scripts for rigorous compliance testing; and begun contingency planning in the event of unexpected problems.

A follow-up review by Data Dimensions, conducted among city departments in late May and June, confirms that the City has worked hard toward Y2K readiness and has achieved significant progress. While much work remains, the changes implemented since February have substantially improved the City's ability to ensure continuity of service.

II. Computing and Communications Infrastructure

One important aspect of the Y2K project has been to ensure that the City's desktop computers and local area networks are at the level of Y2K compliance. Under the direction of Sam Kurle, we have worked with departments to inventory the City's PCs and to replace those with Y2K related problems. We have inventoried 8120 PCs used by City departments; of those, 7536, or 92.8%, are compliant. The remainder are being upgraded or replaced. The deadline for completing this work is August 15. The City's fiber backbone data network is being upgraded and a new Police 911 Center is being installed at the new West Precinct; although this system is certified by the vendor as Y2K compliant, a full scale test is scheduled in conjunction with US West for the third quarter. Likewise, other key elements of our computing and communications infrastructure, including radios and mobile data terminals, have been determined to be Y2K compliant.

III. Computer Systems and Applications

Most department efforts have been focused on fixing applications which support the City's primary business functions. Departments have identified 86 mission critical applications. As of this report, 59 of these either have no date-related problems, or have been fixed or replaced. The remainder continue to be worked on by departments. Remaining tasks have been scheduled and are being closely monitored to ensure that adequate progress is made.

<u>Date</u> <u>Activity</u> <u>Status</u>

June 30 Fix or replace computer systems 69 % complete

IV. Testing

Although departments have finished fixing most applications, our approach is to certify each system as compliant through rigorous, formal testing under the review of the Y2K Project test team. To date, test plans have been received for 31 applications; one application has already completed the certification testing process. Certification testing is scheduled through September 30. The challenge over the next few months will be to spread this work so that it can be achieved in an orderly way with the City's limited resources.

<u>Date</u> <u>Activity</u> <u>Status</u>

September 30 Certify systems through formal testing Certification testing under way

V. Embedded Systems

The term embedded systems is used to refer to computer chips and software embedded in equipment that is used in day to day business operations. Examples include HVAC systems, fuel pumps, alarms, and process controllers.

The City has now completed an aggressive examination of its embedded systems, using both expert City staff and consultants. (The Y2K Project especially recognizes the fine work of staff from DCLU, Seattle Center, and ESD who have assisted in this area.) The utilities have reviewed controllers used in the distribution of water and electricity and in the removal of wastewater and operation of the solid waste transfer stations. The Police communication equipment and Fire stations, fire boats, and emergency medical equipment have been carefully inventoried and

assessed. Even the systems which help to operate the Zoo and the Aquarium have been surveyed to ensure that animal life will not be jeopardized by Y2K related errors.

<u>Date</u> <u>Activity</u> <u>Status</u>

June 30 Fix or replace embedded systems No significant problems

identified

VI. Vendors and Suppliers

Like most public or private organizations, the City of Seattle cannot function without the products and services it receives from its business partners. We depend not only on cooperation and support from other government agencies—the federal government, the State of Washington, King County—but also from the private sector. We have therefore identified and begun surveying our most critical suppliers: large firms such as US West, Seafirst Bank, and others, along with smaller companies on whom we depend for supplies and equipment. Thus far we are reassured by the serious approach which these companies are taking to address their own Y2K issues; any lapses in their ability to serve us will be addressed in our contingency plans.

<u>Date</u> <u>Activity</u> <u>Status</u>

June 15 Identify key vendors and suppliers 100% complete: 384 identified

August 15 Evaluate key vendors and suppliers Under way

VII. Contingency Planning

The one certainty about Y2K is that something somewhere will go wrong. Therefore, departments are developing contingency plans to help ensure that the public will continue to receive basic services without interruption. A workshop was held this spring in conjunction with the State of Washington. Now department staff are looking at areas of potential vulnerability and identifying realistic short term work-arounds should any of our own systems fail or our vendors or suppliers be unable to meet their obligations to us. An exercise of these plans is scheduled for the fourth quarter.

DateActivityStatusSeptember 30Complete contingency plansUnder way

October 20 Contingency plan exercise Early stage of planning

VIII. Public Involvement

Seattle city government's focus during the first half of 1999 has been to inventory, assess, and fix its own Y2K problems. However, Seattle's success in moving smoothly into the new year will be measured not just in how government services perform, but in how our whole community transitions. Individual and neighborhood preparations are as important as the preparations of city departments. While some excellent work has been accomplished by the city's Emergency Operations Center in promoting general preparedness through activities such as Disaster Saturday, a more comprehensive, Y2K specific preparedness program is planned for the second half of the year. Only by providing our communities with complete and thorough information and the resources to act on that information can we work in partnership to ensure that we are ready for whatever faces us.

IX. Collateral Benefits

Y2K efforts in the City and elsewhere are generally focused on assessing risk and fixing problems; our explicit goal is that the City will be able to operate next year just as it does today. Thus, a significant investment of effort is being made merely to maintain the status quo.

Nonetheless, many aspects of the City's Y2K program will have a lasting, positive impact and are therefore worth noting. These include

- A better understanding of key business processes and dependencies
- Identification and retirement of obsolete applications
- Improved application inventories and license management
- Renewed attention to project management disciplines and techniques
- · Recognition of the need for change management
- Formalization of the testing process and creation of test environments
- Establishment and implementation of City standards
- Increased functionality of replacement applications: Summit, Recreation Business System, Wastewater Pump Station Network, and many others
- Upgrading of the City's computing and communication infrastructure
- Development of contingency plans for business continuity

If continued and built upon, these advances can create the foundation for a significantly higher level of professionalism and performance across the City's computing environment for years to come.

X. Issues

This report identifies within almost every department one or more issues that require continued attention and resolution if the City is to reduce its overall Y2K risk to an acceptable level. In addition, however, are a few city-wide issues worth noting here:

Minor applications: This report does not address the City's smaller, less significant applications which have been determined by departments to have "manageable" or "marginal" impact to business in the event of a Y2K related failure. In all cases, alternative systems can be deployed or relatively straightforward manual procedures can be employed to ensure continuity of service. Larger departments such as City Light and Seattle Public Utilities have been working aggressively to ensure that even these less important systems are remediated. However, some departments such as Parks and Fire have many such non-critical applications which have not been fixed. While the impact of the failure of each application individually is relatively small, the cumulative increase in staff work resulting from the failure of most or all such applications would be extremely difficult. The City has begun to address this problem by identifying these minor applications, estimating the work to fix them, and assigning resources.

Funding: Some general fund departments have a significant gap between their available resources and what they will need to complete their Y2K related work. The City Budget Office has taken the lead in attempting to resolve these disparities.

Boundary period preparation: We are only beginning to address how the City will be poised to coordinate its activities, to continuously assess the status of key systems, and to communicate internally and with the public on New Year's weekend. Coordinating with the EOC, we will bring together the public safety agencies, utilities, Seatrans, and others to ensure that plans are in place and clearly understood.

First Quarter 2000 assessment: While much attention is focused on events occurring on January 1 through 3, many believe that the real impact of Y2K will occur as problems emerge and compound throughout the first quarter. Our challenge is to create and implement a mechanism for identifying those problems and their impacts, developing remediation strategies, and prioritizing and tracking the work to completion.

Status by Department

The following is a report on the Y2K effort by each of the fourteen City departments. The purpose of this information is to provide a complete picture of each department's ability to ensure continued service to the public.

XI. Department Overview

For each department, we have identified:

The number of PC's and the percent that are now Y2K compliant. This project will not only ensure that **desktops** are ready, but it will also culminate in standardization that will enable the City to be more efficient and cost effective.

The number of **mission critical applications** (those that a department has identified as essential to the continued performance of their business functions); the number of these for which Y2K work has been completed; and the number which have been certified through additional testing under the review of the Year 2000 Project.

The strengths and weaknesses of each department's Y2K program as noted by and independent **quality assurance assessment**. This quality assurance review evaluates methods used and the processes employed as a department works toward compliance.

The status of the department's **contingency planning** efforts. For instance, how they've determined to use additional staffing, manual operations, or lower technology equipment in case there is an unforeseen problem.

Any **issues** that highlight efforts under way or illustrate key challenges faced by the department.

XII. Business Process Detail

This is a listing of the key business functions performed by the department. For each one we have noted:

The **criticality** of the business function.

The name and status of each mission critical **application** supporting that business function, including remediation ("yes" or the date by which certification testing is to be complete.)

The names and status of **embedded systems** supporting that business function.

The names or total number of **key vendors and suppliers** supporting that business function.

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City Light Department Overview

<u>Desktops</u>

of PCs 1450 % Y2K compliant 100%

Mission Critical Applications

of Applications 16 # Y2K Work Completed 14 # Certified Compliant 1

Quality Assurance Assessment

The department's Y2K program is complete, thorough, and appropriately documented. Strengths: Awareness, planning, organization, financial resource, direction, coordination, communication, staffing, controlling, and seeking remedies

Weaknesses: None noted

Contingency Planning

The process is nearly complete on the operations side and has begun on the business side. Departments are also reviewing their less critical applications to assess the cumulative impact of Y2K related problems. Some departments such as SPU and City Light have already fixed or replaced most of their smaller applications along with their mission critical ones.

Issues

Energy Management System: The EMS balances and directs available electrical power against demand; its scope extends from the generation facilities at the dams to substations within the distribution network. The vendor provided written assurances that its EMS was Y2K compliant in 1997, but has recently identified several hardware and software upgrades which it recommends. City Light is working with the vendor to implement those upgrades; testing is scheduled through September.

Business Process Detail

Generate Power

Criticality Rating: Essential

Mission Critical Applications			
Name	Description	Completed / Date	Certified / Date
EMS	Energy Management System SCL Integrated Control system for electrical power transmission & distribution	July, 1999	September, 1999
LPS	Logility Planning System MMS & LPS together make up SCL's primary inventory system.	1998	In progress
SIMS	Spare Parts System To track the inventory of spare parts	June, 1999	In progress
Wintercress	Automated maintenance management system	April, 1999	In progress
Workflow	Used to manage and track AutoCAD drawings and revisions	June, 1999	In progress

Embedded Systems

Name	Certified?	Source?
Turbine/ Generator Systems.	Completed	SCL / Tava Beck ¹
Turbine/ Generator Systems.	Completed	SCL / Tava
Electrical Systems, Power Supplies, Switchyard	Completed	SCL / Tava
Generation Voce Communications System	Completed	SCL / Tava
Generation Unit & Station Protection Systems	Completed	SCL / Tava
Control Center Computer Systems (EMS)	Completed	SCL / Tava
Data Acquisition Subsystems (EMS)	Completed	SCL / Tava
UPS System (EMS)	Completed	SCL / Tava
Remote Terminal Units (EMS)	Completed	SCL / Tava
Metering Equipment Systems (Tie Lines) (EMS)	Completed	SCL / Tava
Backup Control Center (EMS)	Completed	SCL / Tava
Telephone Switches & Key Systems	Completed	SCL / Tava
Microwave Systems	Completed	SCL / Tava
Mobile Radio Systems	Completed	SCL / Tava
Data WAN/LAN	Completed	SCL / Tava
Modems	Completed	SCL / Tava
Network Equipment	Completed	SCL / Tava
Fiber Systems	Completed	SCL / Tava
Leased Lines	Completed	SCL / Tava
Telecommunications Management Systems	Completed	SCL / Tava
Security Systems (System & Facility Access)	Completed	SCL / Tava

¹ Tava Beck, a consultant, has been retained by Seattle City Light to review and validate their embedded system inventory.

Facility Operating Systems (HVAC, Lighting, etc.)

Completed

SCL / Tava

Vendors/ Suppliers
No. of Vendors = 82

Purchase Power

Criticality Rating: Essential

Mission Critical Applications			
Name	Description	Fix Completed	Cert Completed
EMS	Energy Management System SCL Integrated Control system for electrical power transmission & distribution	July, 1999	September, 1999
Embedded Systems			
Name	Issue	Status	Source
Control Center Computer Systems (EMS)		Completed	SCL / Tava
Data Acquisition Subsystems (EMS)		Completed	SCL / Tava
UPS System (EMS)		Completed	SCL / Tava
Remote Terminal Units (EMS)		Completed	SCL / Tava
Metering Equipment Systems (Tie Lines) (EMS)		Completed	SCL / Tava
Backup Control Center (EMS)		Completed	SCL / Tava
Telephone Switches & Key Systems		Completed	SCL / Tava
Microwave Systems		Completed	SCL / Tava
Mobile Radio Systems		Completed	SCL / Tava
Data WAN/LAN		Completed	SCL / Tava
Modems		Completed	SCL / Tava
Network Equipment		Completed	SCL / Tava
Fiber Systems		Completed	SCL / Tava
Leased Lines		Completed	SCL / Tava
Security Systems (System & Facility Access)		Completed	SCL / Tava
Facility Operating Systems (HVAC, Lighting, etc.)		Completed	SCL / Tava
Vendor	Product/ Service	Risk Assessment	
XIII. No. of Vendors = 83			
XIV.			

Transmit Power

Mission Critical Applications			
Name	Description	Fix	Cert
		Completed	Completed
AMPS	An operations-oriented program	March, 1999	In Progress
	whose purpose is to help City		
	Light manage its tracking of field		
	work and labor hours.		
EMS	Energy Management System	July, 1999	September,
	SCL Integrated Control system		1999
	for electrical power transmission & distribution		
LPS	Logility Planning System	1998	
LFS	MMS & LPS together make up	1990	
	SCL's primary inventory system.		
MMS	Materials Management System	1998	
WING	MMS & LPS together make up	1550	
	SCL's primary inventory system		
SIMS	Spare Parts System	June, 1999	
	To track the inventory of spare	, , , , , , , , , , , , , , , , , , , ,	
	parts		
Wintercress	Automated maintenance	April, 1999	In progress
	management system	-	
Workflow	Used to manage and track	June, 1999	In progress
	AutoCAD drawings and revisions		
Embedded Systems		_	
Name	Issue	Status	Source
Control Center Computer		Completed	SCL / Tava
Systems (EMS)		0	00L /T
Data Acquisition Subsystems		Completed	SCL / Tava
(EMS)		Completed	SCL / Tava
UPS System (EMS) Remote Terminal Units (EMS)		Completed Completed	SCL / Tava
Metering Equipment Systems		Completed	SCL / Tava
(Tie Lines) (EMS)		Completed	SCL/ Tava
Backup Control Center (EMS)		Completed	SCL / Tava
Telephone Switches & Key		Completed	SCL / Tava
Systems		Jonnpiolog	302, 1444
Microwave Systems		Completed	SCL / Tava
Mobile Radio Systems		Completed	SCL / Tava
Data WAN/LAN		Completed	SCL / Tava
Modems		Completed	SCL / Tava
Network Equipment		Completed	SCL / Tava
Fiber Systems		Completed	SCL / Tava
Leased Lines		Completed	SCL / Tava
Microprocessor Relays		Completed	SCL / Tava
Special Protection Schemes		Completed	SCL / Tava
Load Shedding Controls &		Completed	SCL / Tava
Underfrequency Relays			
Circuit Breaker & Switching		Completed	SCL / Tava

Device Controls		
LTC & Regulator Controls (Inside	Completed	SCL / Tava
Substations)		
Recloser Controls Inside	Completed	SCL / Tava
Substations)	-	
Digital Fault Recorder/ Digital	Completed	SCL / Tava
Transient Recorder		
Terminal Equipment for	Completed	SCL / Tava
Telecommunication Facilities		
Substation Service Controls	Completed	SCL / Tava
(including battery chargers)		
Security Systems (System &	Completed	SCL / Tava
Facility Access)		
Facility Operating Systems	Completed	SCL / Tava
(HVAC, Lighting, etc.)		

Distribute Power

Mission Critical Applications			
Name	Description	Fix Completed	Cert Completed
AMPS	An operations-oriented program whose purpose is to help City Light manage its tracking of field work and labor hours.	March, 1999	In Progress
DAMS GIS	Distribution Automated Mapping System An Arc/Info based model of SCL's electrical distribution system. SCL's quarter section and feeder maps are generated from this system.	June, 1999	In Progress
EMS	Energy Management System SCL Integrated Control system for electrical power transmission & distribution	July, 1999	September, 1999
LPS	Logility Planning System MMS & LPS together make up SCL's primary inventory system.	1998	
MMS	Materials Management System MMS & LPS together make up SCL's primary inventory system	1998	
NETGIS	Oracle-base geographic information system with a highly customized Auto-Lisp-driven AutoCAD user interface, for the Network Distribution Systems	June, 1999	
SLIMS	Used to inventory and track all streetlights in the City Light service territory.	June, 1999	
Transformer	Used to inventory and track all transformers and maintain transformer events history	June, 1999	

Workflow	Used to manage and track AutoCAD drawings and revisions	June, 1999	In progress
Embedded Systems			
Name	Issue	Status	Source
Control Center Computer Systems (EMS)		Completed	SCL / Tava
Data Acquisition Subsystems (EMS)		Completed	SCL / Tava
UPS System (EMS)		Completed	SCL / Tava
Remote Terminal Units (EMS)		Completed	SCL / Tava
Metering Equipment Systems (Tie Lines) (EMS)		Completed	SCL / Tava
Backup Control Center (EMS)		Completed	SCL / Tava
Data WAN/LAN		Completed	SCL / Tava
Modems		Completed	SCL / Tava
Network Equipment		Completed	SCL / Tava
Fiber Systems		Completed	SCL / Tava
Distribution Transfer/ Recloser Controls		Completed	SCL / Tava
Distribution Sectionalizer Control		Completed	SCL / Tava
Distribution Capacitor Controls		Completed	SCL / Tava
Distribution Voltage Controls		Completed	SCL / Tava
Distribution Data Gathering Equipment		Completed	SCL / Tava
Security Systems (System & Facility Access)		Completed	SCL / Tava
Facility Operating Systems (HVAC, Lighting, etc.)		Completed	SCL / Tava

Bill Customers

Mission Critical Applications			
Name	Description	Fix Completed	Cert Completed
CIS/CMS	CIS is the repository for Seattle City Light residential and commercial customer information. It contains address, premise, and payment information. CMS is designed to improve collector productivity, collection effectiveness and management control./	March, 1999	In progress
Daily Rate (42 & 44)	Special rating system for very large customers, rates are calculated through this app for manual billing.	April, 1999	In progress
Flat Rate	Excel Spreadsheet based rating system. Bills low-use rates for customers with multiple locations.	February, 1999	In progress

ICSB	Industrial & Commercial Subsidiary Billing A billing system for SCL large commercial ad industrial customers.	July, 1999	TBD
Sundry Sales	Used to bill customers for services that CIS and ICSB cannot handle: one-time bills or long-term accounts	June, 1999	
Embedded Systems			
Name	Issue	Status	Source
Data WAN/LAN		Completed	SCL / Tava
Modems		Completed	SCL / Tava
Network Equipment		Completed	SCL / Tava
Fiber Systems		Completed	SCL / Tava

Receipt Payments

Mission Critical Applications			
Name	Description	Fix Completed	Cert Completed
ESS	Electrical Systems Status Web page summary of electrical distribution status.	June, 1999	In progress
Sundry Sales	Used to bill customers for services that CIS and ICSB cannot handle: one-time bills or long-term accounts	June, 1999	
Embedded Systems			
Name	Issue	Status	Source
Data WAN/LAN		Completed	SCL / Tava
Modems		Completed	SCL / Tava
Network Equipment		Completed	SCL / Tava
Fiber Systems		Completed	SCL / Tava

Pay Vendors

Mission Critical Applications			
Name	Description	Fix	Cert
	-	Completed	Completed
Embedded Systems			
Name	Issue	Status	Source
Data WAN/LAN		Completed	SCL / Tava
Modems		Completed	SCL / Tava
Network Equipment		Completed	SCL / Tava
Fiber Systems		Completed	SCL / Tava

Design, Construction and Land Use

Department Overview

<u>Desktops</u>

of PCs 350 % Y2K compliant 100%

Mission Critical Applications

of Applications 4
Y2K Work Completed 3
Certified Compliant 0

Quality Assurance Assessment

Department's Y2K program is substantially acceptable and appropriately documented, but needs moderate improvement to increase risk mitigation.

Strengths: Awareness, organization, financial resources, direction, coordination, communication, seeking remedies

Weaknesses: Planning, contingency planning

Contingency Planning

DCLU has not started the formal contingency planning to ensure continuity of their Mission Critical business functions. In developing their departmental Y2K contingency plans, DCLU will build on the annex already in the City's Disaster Recovery Plan, describing DCLU's role in a large-scale emergency should one hit Seattle.

<u>Issues</u>

Accounts Receivable System: This application is an interface to the Permit Tracking system and Summit. It tracks payments for permitting. The contract with the vendor, Platinum Software, for the necessary upgrade has been in negotiations for many weeks. Unless progress is made, implementation and testing may be jeopardized.

Business Process Details

Disaster Management

DCLU plays an important public safety role in the event a disaster strikes Seattle, impacting the reliability of structures and their internal operations.

Criticality Rating: Essential

Mission Critical Applications

Name Description Completed/ Certified/ Date Date

NO supporting systems

Embedded Systems

Name Certified? Source?

NO embedded systems.

Vendors / Suppliers

No Essential or critical supporting vendors.

Land Use Review

DCLU is charged with assuring that proposed land use within the City limits complies with existing laws and zoning regulations.

Criticality Rating: Critical

Mission Critical Applications

Name	Description	Completed/ Date	Certified / Date
PTS	Permit Tracking System: manages and tracks the issuance of permits.	June, 1998	In Progress

Embedded Systems

Name Certified? Source?

NO embedded systems.

Construction Plan Review

DCLU is charged with assuring that proposed new construction or remodels complies with existing laws and building regulations.

Criticality Rating: Critical

Mission Critical Applications

Name	Description	Completed / Date	Certified / Date
PTS	Permit Tracking System	June, 1998	In Progress
ОТС	Over the Counter System: Issuance of small, residential permits at the Walk-In Center; handles Inspection Scheduling and Inspection Results.	New System as of Fall, 1998. To be tested as part of Y2K effort.	In Progress

Embedded Systems

Name Certified? Source?

NO embedded systems.

Vendor / Suppliers

1 Vendor, the Daily Journal of Commerce

Construction Inspection

DCLU is charged with assuring that new construction or remodels complies with existing laws, building regulations, and best construction practices by onsite review of the work for which a permit was issued.

Criticality Rating: Critical

Mission Critical Applications

Name	Description	Completed /	Certified /
		Date	Date
PTS	Permit Tracking System	June, 1998	In Progress

Embedded Systems

Name Certified? Source?

NO embedded systems.

Vendor / Supplier

No Essential or critical supporting vendors.

Annual Maintenance Inspection:

Boilers Elevators Refrigerators

DCLU is responsible for the inspection and certification that major commercial boilers, elevators, and refrigerators comply with existing laws, building regulations, and best maintenance practices by onsite review of the work for which a permit was issued.

Criticality Rating: Critical

Mission Critical Applications

Name	Description	Completed / Date	Certified / Date
Boiler Access Database	Interfaces to the Platinum Accounts/ Receivable System: tracks boiler permits	Replacement via Purchase	Expect contract negotiations, acceptance testing and implementati on completed by Sept. 30 th .
Elevator Access Database	Interfaces to the Platinum Accounts/ Receivable System: tracks elevator inspections and permits	Replacement via Purchase	Expect contract negotiations, acceptance testing and implementati on completed by Sept. 30 th .
Refrigerator Access Database	Interfaces to the Platinum Accounts/ Receivable System: tracks refrigerator inspections and permits	Replacement via Purchase	Expect contract negotiations, acceptance testing and implementati on completed by Sept. 30 th .

Embedded Systems

Name
NO embedded systems.

Certified?

Source?

Vendors / Suppliers

No Essential or critical supporting vendors.

Code Development

DCLU is responsible for the development of new laws or the amending of existing laws to reflect changes/updates in building practices or to comply with other regulations.

Criticality Rating: Manageable

Mission Critical
Applications

Name	Description	Completed / Date	Certified / Date
Platinum Accounts Receivable System	DCLU's system for managing permit payments.	Replacement currently being negotiated with the vendor	September 30 th

Embedded Systems

Name Certified? Source?

NO embedded systems.

Vendor / Supplier

1 Vendor, the Daily Journal of Commerce

General Management

DCLU's general operational functions as a City department.

Criticality Rating: Manageable

Mission Critical Applications

Name	Description	Completed / Date	Certified / Date
Platinum Accounts Receivable System	DCLU's system for managing permit payments.	Replacement currently being negotiated with the vendor	September 30 th .

Embedded Systems

Name Certified? Source?

NO embedded systems.

Vendor / Supplier
1 Vendor, ESD Facilities

Vendor / Suppliers

Vendor	Product/ Service
Daily Journal of Commerce	A daily newspaper that carries important City/legal announcements. Regulatory requirement.
ESD Facilities	Building Management: heating, lighting, air conditioning, elevators, alarms, building access 24 by 7.

Executive Services Department [ESD]

Department Overview

Desktops

of PCs 900 % Y2K compliant 98%

Mission Critical Applications

of Applications 8
Y2K Work Completed 2
Certified Compliant 0

Quality Assurance Assessment

Department's Y2K program is substantially acceptable and appropriately documented, but needs moderate improvement to increase risk mitigation.

Strengths: Awareness, communication, control, seeking remedies

Weaknesses: None noted

Contingency Planning

Process drafted for fuel; others are under way or yet to begin.

<u>Issues</u>

Financial Systems: While Summit will be implemented on schedule, ESD also has several smaller but mission-critical interface systems (Automatic Clearing House, Cash Receiving, Muni Court Payments, and others) which support many departments. Work has not yet been completed on remediating these systems and test plans have not been developed. ESD must focus its resources to complete this work.

Contingency plans: ESD's contingency plans for payroll, telecommunications, fuel distribution, facilities support, and other central services affect all other departments. The contingency plans of other departments are dependent to a large degree on how ESD proposes to respond to Y2K related challenges. Early communication of direction with departments and shared planning is essential; the Y2K Project will be working with ESD and departments to foster this cooperative planning.

Business Process Details

Animal Control includes activities associated with animal licensing, and the shelter, care, and disposition of stray domestic animals.

Criticality Rating: Manageable

Budget Administration covers activities that manage the City's CIP and operating budgets. The management of ESD budget is also included.

Criticality Rating: Manageable

Contracting Services is a set activities associated with the management of contracts and warehouse services.

Criticality Rating: Manageable

Environmental Management includes activities that address the environmental aspects of the City's internal operations.

Criticality Rating: Manageable

Facilities Management encompasses architectural services, building operations, real estate services, asset management, space planning, and renovation.

Criticality Rating: Manageable

Mission Critical Applications: None

Embedded Systems

Name	Certified?	Source?
ESD Facilities – Municipal Bdg	No 1,2	Mfg / Net
ESD Facilities – Public Safety Bdg	No ^{2,3}	Mfg / Net
ESD Facilities – Dexter Horton Building	Yes ⁴	Mfg / Net
ESD Facilities – Arctic Building	Yes	Mfg / Net
ESD Facilities – Alaska Building	Yes	Mfg / Net
ESD Facilities – Key Tower	No ^{2,6}	
ESD Facilities – Fire Alarm Center	Yes ⁵	Mfg / Net
ESD Facilities – Charles Street Vehicle Maintenance	N/A	No risks
ESD Facilities – University Child Development	N/A	No risks
ESD Facilities – Communications Shop	N/A	No risks
ESD Facilities – Odessa Brown	N/A	No risks
ESD Facilities – Haller Lake	N/A	No risks
ESD Facilities – Fire Stations 2, 5, 6, 8, 11, 13, 14, 16, 17,	N/A	No risks
18, 20, 21, 22, 24, 25, 26, 28 thru 41		
ESD Facilities – Fire Station 9	In progress	
ESD Facilities – Fire Station 10	No ³	

ESD Facilities – Police, North and South Precincts	N/A	No risks
ESD Facilities – Police, East and West Precincts	Yes	Mfg / Net
ESD Facilities – Animal Control	N/A	No risks
ESD Facilities – SE Health	No ^{3,7}	
ESD Facilities – Senior Centers (Greenwood, Central,	N/A	No risks
Northwest)		

Footnotes to embedded systems table:

- Chrontrol elevator security system assessment is in progress
 Elevator service company has been asked to assess the elevator fire recall system
- Guardian fire alarm monitoring is a third party vendor issue. The equipment is likely compliant. Amdyn quad video multiplexer to be assessed but not identified as Mission Critical
- Data Air A/C units still need assessment but won't shut the FAC down.
- Energy mgmt is non-compliant but date has been rolled back 6 years. It has been functioning fine since the start of 1999. The system will be replace in 2000, likely in the 2nd quarter.
- HVAC assessment in progress 7.

Vendors/Suppliers

Financial Management includes the administration of business licenses, the collection, distribution, and investment of revenues, accounting services, management of consumer affairs and risk management.

Criticality Rating: Critical

Mission Critical Applications

Name	Description	Remediated/Date	Certified/Date
ACH [Automatic Clearing House]	Enables wire funds transfer	7/31/1999	9/24/1999
Bantec/RPS	Captures payment information from City's major billing systems	9/30/1999	8/31/1999
B & O Tax System	Accepts and posts B & O tax payments		
CSS HRizon	City's employee pay and benefits system	7/31/1999	8/31/1999
CRS [Cash Receiving System]	Processes payment information for input to Summit	7/26/1999	8/27/1999
Muni Court Payments	Process payments received from Muni Court	Yes	7/30/1999
RAPS [Remote Automatic Payment System]	Accepts payments from remote locations	7/31/1999	8/31/1999
Summit	City's financial system	6/30/1999	9/15/1999

Embedded Systems: None

Vendors/Suppliers

This business process is dependent upon 9 mission critical vendors and suppliers.

Fleet Management includes activities that involve the acquisition, maintenance, repair, fueling, and disposal of City vehicles.

Criticality Rating: Critical

Mission Critical Applications: None

Embedded Systems

Name	Certified?	Source?
ESD Fleets	Yes	Mfg / Net

Vendors/Suppliers

This business process is dependent upon 4 mission critical vendors and suppliers.

General Administration covers those activities associated with the management of a City department.

Criticality Rating: Manageable

Information Resources are activities that manage the hardware, software, communications, service desk, print services and office mail services of the City. Other activities included are the development of ESD applications, and the maintenance of ESD LAN and server environments.

Criticality Rating: Critical

Mission Critical Applications: None

Embedded Systems

Vendors/Suppliers

This business process is dependent upon 10 mission critical vendors and suppliers.

Personnel Management covers those activities associated with the administration of human resources. These include hiring and training, employee classification, health and safety programs, and labor relations.

Criticality Rating: Critical

Mission Critical Applications

Name	Description	Remediated/Date	Certified/Date
CCS HRizon	City's employee pay and	7/31/1999	8/31/1999
	benefits system		

Embedded Systems: None

<u>Vendors/Suppliers</u>
This business process is dependent upon 1 mission critical vendor.

FireDepartment Overview

<u>Desktops</u>

of PCs 200 % Y2K compliant 100%

Mission Critical Applications

of Applications 12 # Y2K Work Completed 9 # Certified Compliant 0

Quality Assurance Assessment

Department's Y2K program is substantially acceptable and appropriately documented, but needs moderate improvement to increase risk mitigation.

Strengths: Awareness, organization, communication, seeking remedies

Weaknesses: Financial resources, controlling

Contingency Planning

This effort is under way and is approximately one third complete.

Issues

Permit Tracking System: Work on this internally developed application has been under way for approximately one year. It is scheduled to be ready for Y2K testing by August 1, 1999.

Smaller systems: The Fire Department, partly because of its wide geographic distribution, has a great number of small, homegrown applications that have been developed over the years. The cumulative impact of the failure of many such small systems could be significant. The department should use this opportunity to take a more structured, standardized approach to application development and maintenance.

Business Process Details

Leadership, administration and coordination of all SFD departments and functional groups includes Leadership, administration and coordination of all SFD departments and functional groups. Liaison between City Government and Seattle Fire Department.

Criticality Rating: Critical

Mission Critical Applications

None.

Embedded Systems

None.

Vendors/Suppliers

This process is dependent upon no mission critical vendors and suppliers.

Public Information_includes: Communication link to Media / General PR: Communication with media regarding noteworthy events or emergencies. Coordination and release of formal messages from SFD to the community. For example – press releases about fires or health hazards.

Fulfillment of requests from Public: Fulfillment of general requests for certificates, appearances, etc. requested by members of the Public. Work in conjunction with FMO Public Education group to fulfill various requests. For example – certificates to community members for heroic deeds, fire truck appearances at local schools.

Criticality Rating: Critical

Mission Critical Applications

None.

Embedded Systems

None.

Vendors/Suppliers

This process is dependent upon no mission critical vendors and suppliers.

Attendance Tracking includes process payroll "exception" hours into HRIS. Note all "exception" hours on pay sheets. Entry of "exception" hours into HRIS.

Criticality Rating: Critical

Mission Critical Applications

None.

Embedded Systems

None.

Vendors/Suppliers

This process is dependent upon no mission critical vendors and suppliers.

Records Management Includes:

Account for records entry process into the various databases and other electronic formats (Optical copy, etc.)

- Interface with MICS to ensure optical copy and data entry of all forms into databases.
- Records include: Fire Records, Medical Records (i.e. Form 20B), Financial Records, etc.

Storage of all reports for historical reference.

 Management of physical, hard copy storage and management of soft, data copy storage.

Retrieval of all reports

Criticality Rating: Critical

Mission Critical Applications

Name	Business Process	Completed/Date	Certified/Date
Computer Automated	Fire/EMS personnel, radio, apparatus,	None Needed	08/15/1999
Dispatch (CAD) Includes	address, GIS and other data used for		
Alpha Paging - SFD	dispatching		
Records Management System	Fire/EMS incident history and a	None Needed	08/15/1999
(RMS)	fire/hazardous materials/rescue		
	incident reporting program (called		
	WAFIRS).		

Vendors/Suppliers

This process is dependent upon 4 mission critical vendors and suppliers.

Information Technology Services includes:

Provide infrastructure development and support for SFD

- This process includes development, support and maintenance for:
 - Network
 - Operating system
 - Hardware
 - Applications
 - Computer hardware

Provide help desk support for all above referenced equipment and systems to SFD Users. Provide data entry and records support

- Assistance to multiple departments through providing more efficient methods of entering data in various databases
- · Assistance in storing and retrieving records in electronic formats.
- An example of this process would be the OCR data entry from Form 20B and subsequent stored optical copy.

Creation of Metrics for SFD based upon information taken from various systems

Criticality Rating: Critical

Mission Critical Applications

None.

Embedded Systems

None.

Vendors/Suppliers

This process is dependent upon no mission critical vendors and suppliers.

Financial Management includes:

Pay SFD Personnel. Interact with Attendance Tracking Keeping function to collect and note "exception" time worked. Interact with HR Personnel. Pay Accounts Payable. Collect Accounts Receivable. Budget SFD Monies. Deposit SFD Revenue. Administer Personnel Benefits.

Criticality Rating: Critical

Mission Critical Applications

Name	Business Process	Completed/Date	Certified/Date
Payroll Worksheets	Generates payroll time worksheets	Yes	08/15/1999
Payroll-FLSA Monitoring	Tracks time off/on duty by FLSA category for monitoring purposes	Yes	08/15/1999
Purchase Order Log	Purchase request data	Yes	08/15/1999
Records Management System (RMS)	Fire/EMS incident history and a fire/hazardous materials/rescue incident reporting program (called WAFIRS).	None Needed	08/15/1999

Embedded Systems

None.

Vendors/Suppliers

This process is dependent upon 4 mission critical vendors and suppliers.

Services Resource Allocation includes:

Supply basic material requirements, logistics and expendables for all SFD. Operate SFD Commissary. Store and distribute all non-office supplies to all SFD facilities. Store, distribute and keep records on all personal protective clothing, ladders and respiratory equipment. Provide administrative services and support. Set policies and procedures for applicable areas within SFD. Track and resolve suggestions or complaints about department within SFD. Manage contracts with City and outside Vendors. Maintain basic equipment and facilities. Maintain basic, non-technical equipment. Fill and maintain SCBA units. Fulfill all building related maintenance, construction, etc. that falls outside of ESD requirements. Printing support. Support Logistics Advisory Council.

Criticality Rating: Critical

Mission Critical Applications

Name	Description	Completed/Date	Certified/Da
Purchase Order Log	Purchase request data	Yes	08/15/1

Embedded Systems

None.

Vendors/Suppliers

This process is dependent upon 2 mission critical vendors and suppliers.

Call Taking includes Emergency Call Taking: Interrogate callers regarding location and nature of emergency. Non-Emergency Call Taking: Interview callers to obtain the necessary information to deal with their questions or problems.

Criticality Rating: Essential

Mission Critical Applications

Name Business Process Completed/Date Certified/Date

911 Call Recorder Automatic Number Identifier/Automatic None Needed

Location Identifier and call data -

08/15/1999

computer system automatically accesses and lists the caller telephone number, name, address, etc. This information is automatically picked up and logged into CAD with every 911

call.

Embedded Systems

None.

Vendors/Suppliers

This process is dependent upon no mission critical vendors and suppliers.

Team Dispatching includes:

Determine location and availability of all appropriate emergency vehicles in city. Assign appropriate emergency vehicles to emergency incidents.

Criticality Rating: Essential

Mission Critical Applications

Name Business Process Completed/Date Certified/Date

911 Call Recorder Automatic Number Identifier/Automatic None Needed Location Identifier and call data -

08/15/1999

computer system automatically accesses and lists the caller telephone number, name, address, etc. This information is automatically picked up

and logged into CAD with every 911

call.

Embedded Systems

None.

Vendors/Suppliers

This process is dependent upon no mission critical vendors and suppliers.

Communications Information Processing includes:

Communicate with resources and entities outside of the SFD, including public, City and outside agencies, and determining their needs. Communicate with personnel and divisions within the SFD and determining their needs. For example – various morning reports to SFD personnel regarding previous day alarms and activities.

Criticality Rating: Critical

Mission Critical Applications

Name
911 Call Recorder

Automatic Number Identifier/Automatic None Needed
Location Identifier and call data computer system automatically
accesses and lists the caller telephone
number, name, address, etc. This
information is automatically picked up
and logged into CAD with every 911
call.

Certified/Date
08/15/1999
08/15/1999

Embedded Systems

None.

Vendors/Suppliers

This process is dependent upon no mission critical vendors and suppliers.

Referral includes: Direct callers to appropriate sources for dealing with their inquiries. For example – directing individuals to FMO for permitting needs or animal control for cats in trees.

Criticality Rating: Critical

Mission Critical Applications

Name	Business Process	Completed/Date	Certified/Date
Computer Automated	Fire/EMS personnel, radio, apparatus,	None Needed	08/15/1999
Dispatch (CAD) Includes	address, GIS and other data used for		
Alpha Paging - SFD	dispatching		
Records Management System	Fire/EMS incident history and a	None Needed	08/15/1999
(RMS)	fire/hazardous materials/rescue		
	incident reporting program (called		
	WAFIRS).		

Embedded Systems

Name	Certified?	Source?
Fire Alarm Center (SFD gear only)	95%	

Vendors/Suppliers

This process is dependent upon no mission critical vendors and suppliers.

Communications Systems Management includes: Research, development, maintenance and operation of the communications systems which support the mission of the SFD.

Criticality Rating: Essential

Mission Critical Applications

Name	Business Process	Completed/Date	Certified/Date
Computer Automated	Fire/EMS personnel, radio, apparatus,	None Needed	08/15/1999
Dispatch (CAD) Includes	address, GIS and other data used for		
Alpha Paging – SFD	dispatching		
Records Management System	Fire/EMS incident history and a	None Needed	08/15/1999
(RMS)	fire/hazardous materials/rescue		
	incident reporting program (called		
	WAFIRS).		

Embedded Systems

None.

Vendors/Suppliers

This process is dependent upon no mission critical vendors and suppliers.

Fire Suppression includes: Pre-Incident Surveys: Map floor layouts and potential hazards of structures within SFD district. Fire Suppression: Suppress active fires and post-fire activities.

Criticality Rating: Essential

Mission Critical Applications

Name	Business Process	Assessment	Fix Complete	Cert Complete
None.				

Embedded Systems

Name	Certified?	Source?
Fire Stations, Single House (SFD gear only)	Yes	Mfg / Net
Fire Stations, Double House (SFD gear only)	Yes	Mfg / Net

Vendors/Suppliers

This process is dependent upon 5 mission critical vendors and suppliers.

Rescue includes all rescue activities.

Criticality Rating: Essential

Mission Critical Applications

Name **Business Process** Completed/Date Certified/Date Computer Automated Fire/EMS personnel, radio, apparatus, None Needed 08/15/1999 Dispatch (CAD) Includes address, GIS and other data used for Alpha Paging - SFD dispatching Records Management System Fire/EMS incident history and a None Needed 08/15/1999 (RMS) fire/hazardous materials/rescue incident reporting program (called WAFIRS).

Embedded Systems

None.

Vendors/Suppliers

This process is dependent upon no mission critical vendors and suppliers.

Safety (Including Wellness) includes: Review and audit to ensure proper safety practices are followed. Develop and implement new safety practices as needed.

Criticality Rating: Essential

Mission Critical Applications

None.

Embedded Systems

None.

Vendors/Suppliers

This process is dependent upon no mission critical vendors and suppliers.

Probationary Training includes: Track required training levels SFD Personnel that fall within initial probationary timeframe. Schedule probationary personnel for specific classes to fulfill minimum training requirements.

Criticality Rating: Critical

Mission Critical Applications

None.

Embedded Systems

None.

Vendors/Suppliers

This process is dependent upon no mission critical vendors and suppliers.

Life Support_includes: Respond to incidents requiring life support personnel. Keep records of incidents.

Criticality Rating: Essential

Mission Critical Applications

None.

Embedded Systems

Name	Certified?	Source?
Fire – Medic 10	Yes	Net

Vendors/Suppliers

This process is dependent upon 2mission critical vendors and suppliers.

Fire Code Enforcement includes: Issue permits and collect revenue. Enforce code violations. Oversee Inspection area. Develop/revise new fire regulations and codes in conjunction with community advisory board and City Council.

Criticality Rating: Critical

Mission Critical Applications

Name	Business Process	Completed/Date	Certified/Date
Permit Tracking System	Fire Code permit and billing/receipt	Yes	08/15/1999
	information management		

Embedded Systems

None.

Vendors/Suppliers

This process is dependent upon no mission critical vendors and suppliers.

Fire/Life Safety System Management includes:

Manage applications and permits for all New Installations within Seattle

- Initial plan review for new buildings and installations
- Management of applications and permits
- Field inspection of new installations

Confidence testing for new or existing systems

- · Record keeping that systems have been tested
- Handling of violations, etc.

Certification of Confidence Testers

- · Actual testing of Confidence Tester candidates.
- Record keeping as to certification start/end dates, personnel info, etc.

Criticality Rating: Critical

Mission Critical Applications

Name	Business Process	Completed/Date	Certified/Date
Certification Test	Tracks companies and individuals certified to test safety systems, and generates tests.	Yes	08/15/1999
FMO – Plan Review Database	Tracks information on New Plans that are submitted to Fire Marshall's Office Fire and Life Safety Mgmt.	Yes	08/15/1999

Embedded Systems

None.

Vendors/Suppliers

This process is dependent upon no mission critical vendors and suppliers.

Inspections includes: Validate and keep records of inspections conducted by Operation Field Companies. Enforce violation remediation.

Criticality Rating: Critical

Mission Critical Applications

NameBusiness ProcessCompleted/DateCertified/DatePermit Tracking SystemFire Code permit and billing/receipt
information management08/01/199909/01/1999

Embedded Systems

None.

Vendors/Suppliers

This process is dependent upon 2 mission critical vendors and suppliers.

Investigations includes: Investigate all fires meeting establish criteria for arson/negligence causes. Take Action appropriate to investigation findings – arrest, fines, etc.

Criticality Rating: Critical

Mission Critical Applications

NameBusiness ProcessCompleted/DateCertified/DateArson Case ManagementTracks and manages arson investigations.Yes08/15/1999

Embedded Systems

None.

Vendors/Suppliers

This process is dependent upon 1 mission critical vendor and no mission critical suppliers.

Interagency Coordination includes: Coordinate between SFD and external organizations. Coordinate between all local, county, state and federal bodies of support and assistance. Coordinate between inter-departmental groups. For example – complicated situations involving Marine group, anti-terrorism or SWAT team incidents require multiple specialty groups along with normal response teams.

Criticality Rating: Essential

Mission Critical Applications

Name	Business Process	Completed/Date	Certified/Date
Computer Automated	Fire/EMS personnel, radio, apparatus,	None Needed	08/15/1999
Dispatch (CAD) Includes	address, GIS and other data used for		
Alpha Paging - SFD	dispatching		
Records Management	Fire/EMS incident history and a	None Needed	08/15/1999
System (RMS)	fire/hazardous materials/rescue		
	incident reporting program (called		
	WAFIRS).		

Embedded Systems

None.

Vendors/Suppliers

This process is dependent upon no mission critical vendors and suppliers.

Technical Rescue includes: Action requiring specialized training not normally required of general operations teams. Examples of technical rescue groups would be: High angle rescues, Buildings collapsed, or Transportation Accidents.

Criticality Rating: Essential

Mission Critical Applications

Name	Business Process	Completed/Date	Certified/Date
Computer Automated	Fire/EMS personnel, radio, apparatus,	None Needed	08/15/1999
Dispatch (CAD) Includes Alpha Paging - SFD	address, GIS and other data used for dispatching		
Records Management System (RMS)	Fire/EMS incident history and a fire/hazardous materials/rescue incident reporting program (called WAFIRS).	None Needed	08/15/1999

Embedded Systems

None.

Vendors/Suppliers

This process is dependent upon no mission critical vendors and suppliers.

<u>Hazardous-Material (Haz-Mat) Control</u> includes: Response to haz-mat emergencies. Product identification. Correction of haz-mat situations

Criticality Rating: Essential

Mission Critical Applications

Name	Business Process	Completed/Date	Certified/Date
Computer Automated	Fire/EMS personnel, radio, apparatus,	None Needed	08/15/1999
Dispatch (CAD) Includes	address, GIS and other data used for		
Alpha Paging - SFD	dispatching		
Records Management	Fire/EMS incident history and a	None Needed	08/15/1999
System (RMS)	fire/hazardous materials/rescue		
	incident reporting program (called		
	WAFIRS).		

Embedded Systems

Name	Certified?	Source?
Fire HazMat gear	In progress	

Vendors/Suppliers

This process is dependent upon no mission critical vendors and suppliers.

Business Process

Marine Incidents includes: Water Based Marine Operations: These processes include any fire fighting, rescue or haz-mat operations located away from land. For example – rescue operation involving a vessel at sea. Shore-side Marine Operations: These processes include any fire fighting, rescue or haz-mat operations being conducted from the land to vessels or infrastructure located in the water. For Example – Extinguishing a fire on a vessel at dock.

Criticality Rating: Essential

Mission Critical Applications

Name	Business Process	Completed/Date	Certified/Date
Computer Automated	Fire/EMS personnel, radio, apparatus,	None Needed	08/15/1999
Dispatch (CAD) Includes	address, GIS and other data used for		
Alpha Paging - SFD	dispatching		
Records Management	Fire/EMS incident history and a	None Needed	08/15/1999
System (RMS)	fire/hazardous materials/rescue		
	incident reporting program (called		
	WAFIRS).		

Embedded Systems

Name	Certified?	Source?
Fire Boat	Yes	Net

Vendors/Suppliers

This process is dependent upon no mission critical vendors and suppliers.

Business Process

Disaster Management includes: Drafting of Disaster Management plans. Conducting drills to exercise disaster management plans and training of response teams.

Criticality Rating: Essential

Mission Critical Applications

Name	Business Process	Completed/Date C	ertified/Date
MMST Database	Metro Medical Strike Team (MMST) truck inventory	06/28/1999	08/15/1999
Urban Search and Rescue Database	Database on Urban Search and Rescue inventory	06/28/1999	08/15/1999

Embedded Systems

None.

Vendors/Suppliers

This process is dependent upon no mission critical vendors and suppliers.

Business Process

Metropolitan Medical Strike Team includes: Drafting plans to deal with weapons of mass destruction and/or mass decontamination. Conducting drills to exercise MMST plans and training of response teams.

Criticality Rating: Essential

Mission Critical Applications

Name	Business Process	Completed/Date	Certified/Date
MMST Database	Metro Medical Strike Team (MMST)	06/28/1999	08/15/1999
	truck inventory		
Urban Search and Rescue	Database on Urban Search and	06/28/1999	08/15/1999
Database	Rescue inventory		

Embedded Systems

Name	Certified?	Source?
Fire MMST / FEMA gear	In progress	

Vendors/Suppliers

This process is dependent upon 1 mission critical vendor and no mission critical suppliers.

Mission critical vendors and suppliers for Fire Department.

Vendor Product/Service COBOL CAD DEC **PRC** Software TriFox Trim Tools **PRC** Oracle TriFox TriFox MS FosPro Microsoft TSI FitPlus v.2.08 Ballard Oil Co, Inc Heating oil Covich-Williams Co Diesel Fuel Rainier Petroleum Co Diesel Fuel Shultz Distributing Diesel Fuel Physio-Control Defibrillator

equip/repair Praxair Distribution Medical Oxygen Microsoft Access 2.0
Microsoft Access 97

Department: Human Services Department [HSD]

Desktops

of PCs 400 % Y2K compliant 100%

Mission Critical Applications

of Mission Critical Applications None
Y2K Work Completed N/A
Certified Compliant N/A

Quality Assurance Assessment

Strengths: Weaknesses:

Contingency Planning

To begin.

<u>Issues</u>

HSD is working with their service delivery partners (private non-profit social service agencies) to help educate them about Y2K issues, provide information about what they need to do or consider doing, who they need to contact (e.g., website information on vendors and others involved), and to direct them to community resources available to help them become Y2K knowledgeable and compliant..

Business Process

Aging and Disability Services is a set of business activities that manages City, State, and federal programs directed to aged and disabled persons in Seattle.

Criticality Rating: Manageable

Selected Applications

Name	Description	Remediated/Date	Certified/Date
Respite Care	Maintains data about	6/21/99 (planned)	7/1/99
	caregivers and participants		(planned)
	eligible for care		
Home Care Billing	Tracks home care billing information for clients receiving in-home services from state-funded CHORE, Personal Care, and COPES programs	Yes	Yes

Embedded Systems:

None

Vendors/Suppliers:

None

Business Process

Family and Youth Services manages City, State and federal programs directed to family and youth assistance.

Criticality Rating: Manageable

Selected Applications

Name	Description	Remediated/Date	Certified/Date
New Citizen	Tracks client demographic	Yes	6/30/99
Initiative	data		(planned)
Case Management	Tracks caseload information	Yes	6/25/99
System			(planned)

Embedded Systems:

None

Vendors/Suppliers:

None

Business Process

Community Services covers City, State, and federal programs directed to targeted groups within the City, such as the homeless, utility assistance, and housing for persons with AIDS.

Criticality Rating: Manageable

Selected Applications

Name	Description	Remediated/Date	Certified/Date
IDIS	Federally mandated system	Yes	Yes
	for housing reimbursement		

Embedded Systems: None

Vendors/Suppliers: None

Business Process

Policy Support includes activities that are associated with City and Federal program planning, contract management, and community relations.

Criticality Rating: Manageable

Selected Applications

Name	Description	Remediated/Date	Certified/Date
Summit	City financial system	Yes	

Embedded Systems:

None

Vendors/Suppliers:

None

Business Process

Domestic Violence Prevention covers City, State, and federal programs directed to assisting victims of domestic violence.

Criticality Rating: Manageable

Selected Applications

Name	Description	Remediated/Date	Certified/Date
Summit	City financial system	Yes	

Embedded Systems:

None

Vendors/Suppliers:

None

Business Process

Program Support covers those business activities associated with the management of a City department, such as, accounting, personnel management, and information systems.

Criticality Rating: Manageable

Selected Applications

Name	Description	Remediated/Date	Certified/Date
Summit	City financial system	Yes	

Embedded Systems:

None

Vendors/Suppliers:

None

LawDepartment Overview

Desktops

of PCs 192 % Y2K compliant 100%

Mission Critical Applications

of Applications 1
Y2K Work Completed 1
Certified Compliant 0

Quality Assurance Assessment

Formal assessment not done due to small size of department.

Strengths:

Weaknesses:

Contingency Planning

Not yet begun.

<u>Issues</u>

DAMION case tracking software is still run on Oracle 7.33. The process has begun to upgrade to version 7.34, which is the version Oracle certifies as Y2K compliant.)

Business Process Details

Prosecute misdemeanor cases

The Criminal Division of the Law Department prosecutes misdemeanor cases in behalf of the City of Seattle.

Rating: Critical

Mission Critical Applications:

Name	Description	Completed/Date	Certified/Date
DAMION	Manages misdemeanor	Completed – no remediation required	Test plan under development
	cases	1	r

The DAMION application consists of a purchased software package used to track the management of misdemeanor cases and generate case documents. It is an Oracle-based client-server application that operates in the SP2 environment managed by ESD/IT.

Vendors/Suppliers:

Vendor	Product/Service
Constellation Justice Systems	DAMION application software

Business Process: Advise clients on civil issues.

Rating: Critical

Mission Critical Applications: None

Vendors/Suppliers: None

Department: Library

<u>Desktops</u>

of PCs 714 % Y2K compliant 80%

Mission Critical Applications

of Applications 1
Y2K Work Completed 0
Certified Compliant 0

Quality Assurance Assessment

Department's Y2K program is substantially acceptable and appropriately documented, but needs moderate improvement to increase risk mitigation.

Strengths: Awareness, organization, communication

Weaknesses: Contingency planning

Contingency Planning

Operational contingency plans are in place and have been used, but Y2K contingency planning has not yet begun.

<u>Issues</u>

Branch network: The Library believes that the Dinex catalog and circulation system is compliant and will test that system over Labor Day weekend. This will give the Library time to replace some of the routers and multiplexers which provide data communications services to the branch libraries so that the communications network can be included in the test.

Business Process

Library Services encompasses activities that directly relate to the acquisition, research, circulation, and communication of books, other printed materials, audio-visual materials and electronic media for public use.

Criticality Rating: Critical

Mission Critical Applications

Name	Description	Remediated/Date	Certified/Date
Library Catalog and	Manages library inventories	30Aug1999	
Circulation System	and controls circulation		
[Dynix]	process		

Embedded Systems: None

Vendors/Suppliers

This business process is dependent upon 1 mission critical vendor.

Business Process

Facilities Management covers activities associated with the maintenance of library buildings and grounds.

Criticality Rating: Critical

Mission Critical Applications: None

Embedded Systems

Name	Certified?	Source?
Library – Main branch	No ¹	
Library – Neighborhood branches	Yes	Mfg / Net
Library – Wash. Talking Book and Braille Facility	In progress	

Footnotes to embedded systems table:

HVAC for Level B only is non-compliant but date has been rolled back 2 years. An attempt will be made to roll the date back to 1971. This facility will be demolished in approx. 2 years.

Vendors/Suppliers

This business process is dependent upon 1 mission critical supplier.

Business Process

Administration Operations includes activities that are associated with the management of a City department, such as: budget, personnel administration, and accounting.

Criticality Rating: Critical

Mission Critical Applications

Name	Description	Remediated/Date	Certified/Date
Summit	City financial system	Yes	

Embedded Systems: None

Vendor/Supplies: None

Business Process

Administration Capital Plans are activities associated with the management of library construction, such as, site selection, design review, construction oversight, and management of public process for the capital plan.

Criticality Rating: Manageable

Business Process

Information Technology includes activities that manage the software, hardware, and communications needed to support the information requirements of the library.

Criticality Rating: Critical

Mission Critical Applications

Name	Description	Remediated/Date	Certified/Date
, ,	Manages library inventories		
Circulation System	and controls circulation		
[Dynix]	process		

Embedded Systems: None

Vendors/Suppliers

This business process is dependent upon 1 mission critical vendor.

Seattle Municipal Court Department Overview

Desktops # of PCs 229	% Y2K compliant	86%
Mission Critical Applications		
# of Applications	1	
# Y2K Work Completed	1	
# Certified Compliant	0	

Quality Assurance Assessment

Department's Y2K program is substantially acceptable and appropriately documented, but needs moderate improvement to increase risk mitigation.

Strengths: Awareness, planning, organization, communication, seeking remedies Weaknesses: Direction, control

Contingency Planning

SMC managers and staff throughout the department are currently reviewing existing emergency response/disaster plans for errors, omissions and completeness. The Y2K project staff within SMC have provided a format in which plans are to be written. The SMC Y2K project staff is currently receiving draft plans; these will be reviewed and revised to provide assurance of business continuity.

Issues

Municipal Court Information System (MCIS): The Court states that this system is Y2K compliant (and is developing a test plan to certify that), but with one exception. Because of an issue with the database compiler, on-line screens cannot be used by this application to schedule cases on February 29, 2000 (which is a Tuesday.) The Court believes there are easy manual work-arounds for this problem and that to deploy those work-arounds is less risky than to upgrade the compiler. MCIS will store, manipulate and calculate accurately this leap year date; therefore, tracking and record keeping are not affected. This will be verified during certification testing.

Embedded Systems: The security system for entrants to the Public Safety Building includes scanning and x-ray equipment. This equipment is used by the Court Marshals to check all building entrants for weapons. No date issues have been identified; the manufacturer has provided additional verification.

Business Process Details

Process Jail Bookings

Processing jail bookings includes many of the Court's organizational units, including judges and involves many sub-activities including the transporting and processing of prisoners.

Rating: Essential

Mission Critical Applications:

<u>Name</u>	Description	Completed/Date	Certified/Date
MCIS	Supports Muni Court operations: scheduling, case tracking, recording payments, etc.	Y2K remediation of application completed in 1998; the input screens will not operate properly on 2/29/00.	Test plan under development

Vendors/Suppliers:

Vendor	Product/Service
AFTS	Forms/session sheets for court
Washington State Patrol	MCIS interface

Business Process: Administer Justice

This function includes the work of judges and support personnel to ensure that courtroom functions are carried out. The sub-processes include: prepare court calendar; enter citations; exonerate and forfeit bonds; enter pleadings and findings; establish jurisdiction end dates; set bail and condition for release; check on officer's availability; add and update warrant and NCO information; adjudicate cases; record speedy trial waivers; send disposition information to SPD and WSID; clear FTAs from MCIS and DOL; and make inquiries to other criminal justice systems.

Rating: Critical

Mission Critical Applications: MCIS + interfaces

Vendors/Suppliers:

Vendor	Product/Service
AFTS	Forms/session sheets for court
Capital Business Machine	Court recording devices
Efficiency, Inc.	Tapes for court

Business Process: Maintain Automated Systems

Maintain the MCIS application; ensure that the SMC data communications network is operational; provide desktop support for SMC staff.

Rating: Critical

Mission Critical Applications: None in support of this business process.

Vendors/Suppliers:

Vendor	Product/Service
Metrocall	Pagers
Cisco Systems	Network infrastructure
Data Base	Storage of backup tapes for Sequent
Informix	MCIS software
King County Computer Services	MCIS interfaces
On-Site Technical Services	Support for line printer/scanner
Oracle Corp.	Software
Sequent	MCIS hardware

Business Process: Accept and Record Payments

Finance accepts and records payments, bail, trust, fees, penalties and fine payments; Marshals deliver payments to City Treasurer, establish payment plans.

Rating: Critical

Mission Critical Applications: MCIS + interfaces, SFMS/Summit

Vendors/Suppliers: None

Business Process: Organize and Prepare Courtrooms

This function includes: bailiffs ensure that courtrooms are functional: unlocked with heat and lighting; Court Records delivers the court calendar and Court Services assigns staff to the courtroom.

Rating: Manageable

Mission Critical Applications: MCIS (for calendar)

Business Process: Process Jurors

Records unit issues summons for jurors; processes jurors for court; and maintains juror attendance records for payments.

Rating: Manageable

Mission Critical Applications: None

Business Process: Respond to Public

Provide services to public, including: set hearing dates; answer inquiries; process insurance claims; stamp and record case documents submitted at counter; send bonds back to bonding company; track false alarms.

Rating: Manageable

Mission Critical Applications: MCIS

Business Process: Maintain Collection Process

Management of processes related to collecting fines/judgements, including receiving information on default judgements; balancing reports; tracking garnishment/collection accounts; researching and responding to case inquiries.

Rating: Manageable

Mission Critical Applications: None

Business Process: Provide Probation Services

The Probation unit ascertains risk or needs of clients; monitors clients for probation compliance; conducts pretrial diversion checks, prepares various reports for the court; responds to inquiries; coordinates and instructs volunteers; and coordinates with community agencies.

Rating: Manageable

Mission Critical Applications: MCIS + interfaces

Business Process: Ensure Financial Integrity

Finance makes payments for services rendered to the court to jurors, interpreters, witnesses; manages returned checks; balances accounts; prepares vouchers for payments; submit payroll data; monitors budget.

Rating: Manageable

Mission Critical Applications: SFMS/Summit, HRIS

Business Process: Monitor PSB Security

Marshals screen incoming building traffic, respond to building disturbances and monitor building guards.

Rating: Manageable

Mission Critical Applications: None

Business Process: Coordinate Personnel Functions

Human resources updates employee data, administers processes to fill vacancies, schedules training and responds to safety issues.

Rating: Manageable

Mission Critical Applications: HRIS – SMC does not have any interfaces to the Citywide human resources system

Business Process: Gather and Report Statistical Data

Various types of data are gathered and analyzed, including revenue data, prisoner information, etc.

City of Seattle Year 2000 Project Year 2000 readiness disclosure: July 1, 1999

Rating: Marginal

Mission Critical Applications: MCIS

Parks Department Overview

Desktops/LANs

of PCs 545 % Y2K compliant 52%

Mission Critical Applications

of Applications 11 # Y2K Work Completed 2 # Certified Compliant 0

Quality Assurance Assessment

Department's Y2K program is substantially acceptable and appropriately documented, but needs moderate improvement to increase risk mitigation.

Strengths: Awareness, planning, organization, communication

Weaknesses: Contingency planning

Contingency Planning

This effort has not yet begun; interviews are still being conducted to identify detailed business activities.

Issues

Recreation Business System: Parks and Recreation is replacing a number of non-compliant systems with a single new integrated package, the Recreation Business System. Included in its functionality will be ticket sales and cash receipting at the Zoo and Aquarium, as well as for swimming pools; facilities scheduling; and activity registration and tracking. Acquisition of this software is not yet complete; installation and training for the Zoo and Aquarium portions alone are scheduled optimistically to be completed by August 31, 1999. A 30-day acceptance period will follow installation. The decision point whether to continue forward or delay implementation until the end of the first quarter, 2000 will be August 23, 1999. If the decision is to continue forward then all Y2K critical components will be installed and the staff trained by October 14, 1999.

ISIS software: ISIS has three applications with a known Y2K problem in their data. Queries into an animal's genealogical data will produce inaccurate results after 1999. ISIS is scheduled to complete the correction in late 1999. Parks will develop contingency plans for these applications in case of schedule delays. IF ISIS completes their work in time, Parks will test the applications for Y2K compliance.

Outside agencies: The Parks and Recreation Department has a number of outside agencies as partners that deliver services to the public. These include the Woodland Park Zoological Society, the Associated Recreation Council, the Seattle Aquarium Society, and the Washington State Patrol. Continued service to the public depends on the ability of those agencies to deliver their services without interruption.

Smaller systems: The Parks Department, partly because of its wide geographic distribution, has a great number of small, home-grown applications that have been developed over the years. The cumulative impact of the failure of many such small systems could be significant. The department should use this opportunity to take a more structured, standardized approach to application development and maintenance.

Business Process Details

Protect Animal Collection and Exhibits includes protecting the Animal Collection and Exhibits at the Zoo, Aquarium and other facilities.

Criticality Rating: Essential

Mission Critical Applications

Name	Description	Completed/Date Certified/Date
Med ARKS, FoxPro 2.5 (ISIS)	Animal medical records, pulls general inventory data from ARKS.	Will be handled by Not scheduled Contingency Plans
Animal Record Keeping	Animal inventory management	Will be handled by Not scheduled
System (ARKS), dBase	that feeds data to ISIS for global	5 ,
Version # (ISIS)	animal tracking. Captures:	Plans
	identifiers, transaction data, enclosure data, weight,	
	comments. Various internal	
	reports: Supports multiple	
	permit processes (USDA, US	
	Wildlife, Export & Import)	
SPARKS (ISIS)	Single population animal records maintained by designated individuals ('stud bookkeepers') for each species. Data is sent to ISIS for global species planning (breeding, etc)	Will be handled by Not scheduled Contingency Plans
	openies planning (brocking, cto)	

Embedded Systems

Name	Certified?	Source?
Parks – Zoo	No *,**	
Parks – Aquarium	No	

^{*}Fire alarm and security systems are being verified for compliance.

Vendors/Suppliers

This process is dependent upon 58 mission critical vendors and suppliers.

Business Process

Protect Facilities includes protecting Parks & Recreation facilities.

Criticality Rating: Essential

Mission Critical Applications

None.

Name	Certified?	Source?
Parks – Zoo	No *,**	
Parks – Aquarium	No	

^{*}Fire alarm and security systems are being verified for compliance.

^{**}HVAC is non-compliant. Siemens, the maintenance vendor, will be upgrading all Parks HVAC to Y2K compliance. Work has already being done.

**HVAC is non-compliant. Siemens, the maintenance vendor, will be upgrading all Parks HVAC to Y2K compliance. Work has already being done.

Vendors/Suppliers

This process is dependent upon 10 mission critical vendors and suppliers.

Business Process

Protect Business Data includes protecting Parks & Recreation business data.

Criticality Rating: Essential

Mission Critical Applications

Name	Description	Completed/Date	Certified/Date
Blue Book System (BBS),	Revenue tracking, generates	Yes	Not scheduled
Fox Pro version 2.5	journal entries into City's SFMS		
	(incoming).		
Revenue Monitoring System	Reporting system: attendance coun	t 07/22/1999	Not scheduled
(RMS), FoxPro Version 2.5	and revenue numbers		

Embedded Systems

None.

Vendors/Suppliers

This process is dependent upon 10 mission critical vendors and suppliers.

Business Process

Generate Admissions and Equipment Rental Fees includes generating Admissions and Equipment Rental Fees.

Criticality Rating: Essential

Mission Critical Applications

Name	Description	Completed/Date	Certified/Date
Hospitality Management System, Version # (MICROS 2700)	Point of sale software that tracks monies and attendance, provides basis for departmental revenue collection and reporting.	10/08/1999	09/02/1999
Hospitality Management System, Version 3.0 (MICROS 3700)	Point of sale software that tracks monies and attendance, provides basis for departmental revenue collection and reporting.	10/08/1999	09/02/1999
Hospitality Management System, Version 6.12 (MICROS 4700, DOS)	Point of sale software that tracks monies and attendance, provides basis for departmental revenue collection and reporting.	09/02/1999	09/02/1999

Name	Certified?	Source?
Parks – Zoo	No *	
Parks – Aquarium	No	

^{*}The Point of sale system software/hardware is non-compliant. A new Recreation Management System will replace this (to be used at Zoo, Aquarium, Pools, Recreation Centers). Installations are scheduled to commence on 7/27/1999.

Vendors/Suppliers

This process is dependent upon 5 mission critical vendors and suppliers.

Business Process

Generate Program Registration Fees includes generating Program Registration Fees.

Criticality Rating: Essential

Mission Critical Applications

Name Hospitality Management System, Version 6.12 (MICROS 4700, DOS)	Description Point of sale software that tracks monies and attendance, provides basis for departmental revenue collection and reporting.	Completed/Date 09/02/1999	Certified/Date 09/02/1999
Recware, DOS Version 7.2C	1 9		Not scheduled

Embedded Systems

Name	Certified?	Source?
Parks – Zoo	No *	
Parks – Aquarium	No	

^{*}The Point of sale system software/hardware is non-compliant. A new Recreation Management System will replace this (to be used at Zoo, Aquarium, Pools, Recreation Centers). Installations are scheduled to commence on 7/27/1999.

Vendors/Suppliers

This process uses 4 vendors and suppliers.

Business Process

Generate Facility Rental Fees includes generating Facility Rental Fees.

Criticality Rating: Essential

Mission Critical Applications

Name Hospitality Management System, Version 6.12 (MICROS 4700, DOS)	Description Point of sale software that tracks monies and attendance, provides basis for departmental revenue collection and reporting.	Completed/Date 09/02/1999	Certified/Date 09/02/1999
Recware, DOS Version 7.2C	1 5		Not scheduled

Name	Certified?	Source?

Parks – Zoo	No *	
Parks – Aquarium	No	

^{*}The Point of sale system software/hardware is non-compliant. A new Recreation Management System will replace this (to be used at Zoo, Aquarium, Pools, Recreation Centers). Installations are scheduled to commence on 7/27/1999.

Vendors/Suppliers

This process is dependent upon 4 vendors and suppliers.

Business Process

Generate Concession Revenue includes generating Concession Revenue at Parks & Recreation facilities.

Criticality Rating: Critical

Mission Critical Applications

Name	Description	Completed/Date	Certified/Date
Hospitality Management System, Version 6.12 (MICROS 4700, DOS)	Point of sale software that tracks monies and attendance, provides basis for departmental revenue collection and reporting.	09/02/1999	09/02/1999

Embedded Systems

Name	Certified?	Source?
Parks – Zoo	No *	
Parks – Aquarium	No	

^{*}The Point of sale system software/hardware is non-compliant. A new Recreation Management System will replace this (to be used at Zoo, Aquarium, Pools, Recreation Centers). Installations are scheduled to commence on 7/27/1999.

Vendors/Suppliers

This process is dependent upon 3 mission critical vendors and suppliers.

Business Process

Pay Vendors includes paying vendors.

Criticality Rating: Essential

Mission Critical Applications

None.

Embedded Systems

None.

Vendors/Suppliers

This process is dependent upon no mission critical vendors and suppliers.

Business Process

Pay Employees includes paying Parks & Recreation employees.

Criticality Rating: Essential

Mission Critical Applications

None.

Embedded Systems

None.

Vendors/Suppliers

This process is dependent upon no mission critical vendors and suppliers.

Business Process

Provide Safe Environment for Employees includes providing Safe Environment for Parks & Recreation employees.

Criticality Rating: Essential

Mission Critical Applications

None.

Embedded Systems

Name	Certified?	Source?
Parks – Zoo	No *,**	
Parks – Aquarium	No***	

^{*}Fire alarm and security systems are being verified for compliance.

Vendors/Suppliers

This process is dependent upon 18 mission critical vendors and suppliers.

Business Process

Provide Safe Environment for Public includes providing a safe environment for visitors to Parks & Recreation facilities.

Criticality Rating: Essential

Mission Critical Applications

None.

Embedded Systems

Name	Certified?	Source?
Parks – Zoo	No *,**	
Parks – Aquarium	No	

^{*}Fire alarm and security systems are being verified for compliance.

Vendors/Suppliers

This process is dependent upon 12 mission critical vendors and suppliers.

Business Process

Maintain Facilities & Properties includes performing emergency repairs and routine maintenance on Parks & Recreation properties.

^{**}HVAC is non-compliant. Siemens, the maintenance vendor, will be upgrading all Parks HVAC to Y2K compliance. Work has already being done.

^{***}Research boat navigation equipment is not compliant. It will be replaced.

^{**}HVAC is non-compliant. Siemens, the maintenance vendor, will be upgrading all Parks HVAC to Y2K compliance. Work has already being done.

Criticality Rating: Essential

Mission Critical Applications

None.

Embedded Systems

None.

Vendors/Suppliers

This process is dependent upon 14 mission critical vendors and suppliers.

Business Process

Conduct Program Registrations includes registering participants in Parks & Recreation programs.

Criticality Rating: Essential

Mission Critical Applications

Name
Description
Completed/Date
Recware, DOS Version 7.2C
Manage class registrations, prints out confirmation letter (with invoice amount, date, etc.). Reporting: End of Season financial reports, can do demographics

Certified/Date
Not scheduled

Embedded Systems

Name	Certified?	Source?
Parks – Zoo	No *	
Parks – Aquarium	No	

^{*}The Point of sale system software/hardware is non-compliant. A new Recreation Management System will replace this (to be used at Zoo, Aquarium, Pools, Recreation Centers). Installations are scheduled to commence on 7/27/1999.

Vendors/Suppliers

This process is dependent upon 1 mission critical vendor and no suppliers.

Business Process

Operate Program Facilities includes operating program facilities.

Criticality Rating: Essential

Mission Critical Applications

Name Description Completed/Date Group Reservation & Billing System (GRB), FoxProversion 2.5 Certified/Date Certified/Date Track school/group visits, reporting. 10/13/1999 Not scheduled

Name	Certified?	Source?
Parks – Zoo	No *,**	
Parks – Aquarium	No	

Vendors/Suppliers

This process is dependent upon 1 mission critical vendor and no suppliers.

Mission critical vendors and suppliers for Parks Department.

Vendor Products/ Service

Seattle City Light Electricity to run the Aquarium and Zoo Operations.

ADT Fire Alarm System
African Northwest Crickets - Live

Allied Security Quad/ Robot MV25, Time Laps Recorder 168, 17" B&W

Monitor

Anderson Hay and Grain Hay for the animals
Animal Specialties Animal Feed & Bedding
Ballard Plaza Pharmacy Medical Supplies/Equip

Barbara Coleman Misc. Hardware related to HVAC
Bear Com Communication Motorola Radios & Transmitter

BFI Medical Supplies/Equip

Charlies Produce - Fresh Fruit & Produce

City of Seattle SPU Fresh water supply for the Aquarium and Zoo operations and

maintaining species.

CMX Corp Medical Supplies/Equip
Control Contractors Hardware related to HVAC

Fluker Farms Crickets - Live
Gai's Northwest Bakery Bread - Day old

Guardian / Sonitrol Alarm system & emergency response for: Fire, smoke, heat

protectors

Hilltop Lab Animals inc. Mice and rats frozen, various sizes HMS Zoo Diets, Inc Animal Feed, Herbivore Pellets

Honeywell HVAC related Hardware

ISIS ARKS MedARKS SPARKS REGASP (future) software

J.L Baker Fish broker (buy fish to feed aquarium species)

John Ewing Co. Food - Biotin food supplement
Johnson Control HVAC related Hardware
Kentox Medical Supplies/Equip
Lab Performance Specialists Medical Supplies/Equip

Lil Bit of Heaven Trout - Live trout
Nebraska Packaging Horse Meat

Neeson Electric

Nortemp

Pfizer

Phoenix Lab.

PML Microbiological

ProVet of Seattle

Service fire/smoke alarms

HVAC related Hardware

Medical Supplies/Equip

Medical Supplies/Equip

Medical Supplies/Equip

Puget Sound Energy Natural Gas

Puget Sound Refrigeration Freezers for animal food storage.

Puget Sound, The Salt Water From Sound

Rainbow Mealworms Mealworms

REM Medical Supplies/Equip

^{*}Fire alarm and security systems are being verified for compliance.

^{**}HVAC is non-compliant. Siemens, the maintenance vendor, will be upgrading all Parks HVAC to Y2K compliance. Work has already being done.

Safeway Food Items for the animal

Schenk Packing
Scientific supply & Equipment.
Siemens Building Tec.

Blood and Bones
Medical Supplies/Equip
HVAC, Insight Software

Sound Produce Co. Produce - Fresh Fruit & Produce Stanwood Slaughter House Fresh blood for the Vampire bats. Steve Sintay # Vitamilk Dairy Products (milk, Yogurt) Superior Packing Co. Mutton - Fresh Mutton Carcass

Telinject USA Medical Supplies/Equip
The Butler Co. Medical Supplies/Equip
The Herbal Institute Inc. Medical Supplies/Equip

Trident Seafood Fish broker (buy fish to feed aquarium species)

Valley Medical Oxygen tanks for fish tanks

Vita - Milk and Yogurt

Wash. Animal Disease Diagnostic

Lab.

Medical Supplies/Equip

Wildlife Pharmaceutical Medical Supplies/Equip Xanadu Seafoods Inc. Seafood, Assorted Varieties

Zeigler Bros., Inc.

ADT

Crane Diets

Fire Alarm System

Allied Security Quad/ Robot MV25, Time Laps Recorder 168, 17" B&W

Monitor

Bear Com Communication Motorola Radios & Transmitter

Guardian / Sonitrol Alarm system & emergency response for: Fire, smoke, heat

protectors

LENEL Pinkerton on-site card key system: make badges, control

access privileges

Neeson Electric Service fire/smoke alarms

Phillips Services Hazzardous Waste Removal Service (Primary)

Rainbird ESP 24 MC SAT Sprinkler Controls
Simplex Simplex Fire Alarm Controler

Allied Security Quad/ Robot MV25, Time Laps Recorder 168, 17" B&W

Monitor

APC Powerchute 4.3.2 for NetWare and UPS (hardware

uninterrupted power Supply)

Bear Com Communication Motorola Radios & Transmitter

ESD, Seattle Phones, Standard Desktop Computer Config. Network Svc.

Large Engine Svc.

ESRI ArcView & ArcInfo

Informix Informix

McAfee ZAC (Zero Admin. Client), ZEN, Helpdesk, McAfee Client v

4 02

Microsoft FoxPro 2.5 (DOS & Windows), Front Page Express v

2.0.2.1118, Internet Explorer Admin. V4.0 standard, 5.0 beta,

Publisher 97, Project 98, Office 97, Windows 95

Novell Pconsole (DOS) Web Server 3.1, GroupWise v 5.2, NetWare

Administrator v 4.11, NetWare Client v 2.0, Network Client v

2.0,

Peregrine Systems SPAN FM Program

Seagate Backup Exec v 7.5, Crystal Report Writer v 3.0, Crystal

Reports v 7.0

Aquarium Society, Seattle (SAES) Maintain member

Maintain membership database, sell Aquarium memberships

ARC Regional council supporting Parks, Great Plaines

City of Seattle Year 2000 Project Year 2000 readiness disclosure: July 1, 1999

Zoo Society, Seattle Linked closely to the Zoo. Vended services, membership fees

and special funds come from here. Ogden Food Service, Kaye Smith Graphics, Great Plaines Dynamics v 3.0, Forrest

Explorers.

MICROS Cash registers 2700, 3700, 4700; Hospitality Mgt.

Systems v 3.0 6.12 (DOS), thermal cash register tape

Seafirst Bank Provides on-line credit card approval and all city banking

ESCOM CLASS for Windows

MICROS Cash registers 2700, 3700, 4700; Hospitality Mgt.

Systems v 3.0 6.12 (DOS), thermal cash register tape

Seafirst Bank Provides on-line credit card approval and all city banking

Sierra Digital Recware, Safari

Sybase SQL Anywhere v 5.5.02

MICROS Cash registers 2700, 3700, 4700; Hospitality Mgt.

Systems v 3.0 6.12 (DOS), thermal cash register tape

Seafirst Bank Provides on-line credit card approval and all city banking

Sierra Digital Recware, Safari

MICROS MICROS Cash registers 2700, 3700, 4700; Hospitality Mgt.

Systems v 3.0 6.12 (DOS), thermal cash register tape

Seafirst Bank Provides on-line credit card approval and all city banking Allied Security Quad/ Robot MV25, Time Laps Recorder 168, 17" B&W

Monitor

Bear Com Communication Motorola Radios & Transmitter

City of Seattle SPU Fresh water supply for the Aquarium and Zoo operations and

maintaining species.

Phillips Services Hazzardous Waste Removal Service (Primary)

Puget Sound Energy Natural Gas

Simplex Fire Alarm Controler

ADT Fire Alarm System

Barbara Coleman (?) Misc. Hardware related to HVAC
Bio Systems Inc. Data Link (Air Monitors) v 1.37
Control Contractors Hardware related to HVAC

Ecsco Hazzardous Waste Removal Service (back-up)

Guardian / Sonitrol Alarm system & emergency response for: Fire, smoke, heat

protectors

Honeywell
Johnson Control
Neeson Electric
Nortemp
Siemens Building Tec.
ADT
HVAC related Hardware
HVAC related Hardware
Service fire/smoke alarms
HVAC related Hardware
HVAC, Insight Software
Fire Alarm System

Barbara Coleman (?) Misc. Hardware related to HVAC Control Contractors Hardware related to HVAC

Ecsco Hazzardous Waste Removal Service (back-up)

Guardian / Sonitrol Alarm system & emergency response for: Fire, smoke, heat

protectors

Honeywell
Johnson Control
Neeson Electric
Nortemp
HVAC related Hardware
Signature Residue Too

Siemens Building Tec. HVAC, Insight Software

Barbara Coleman (?) Misc. Hardware related to HVAC

City of Seattle Year 2000 Project Year 2000 readiness disclosure: July 1, 1999

Cascade Machine & Electrical Repair for 2 vertical turbine pumps at the Aquarium and

Water Pump and Supplies for Zoo Maintenance

Cole Industries Boiler Burner Repair Parts
Control Contractors Hardware related to HVAC

ESD, Seattle Phones, Standard Desktop Computer Config. Network Svc.

Large Engine Svc.

Honeywell
Johnson Control
HVAC related Hardware
HVAC related Hardware
Boiler Burner Repair Parts
Nortemp
HVAC related Hardware
Peregrine Systems
Siemens Building Tec.
HVAC, Insight Software

Walesheck Boiler Burner Repair Contractor

Sharp Shop Generator maintenance
Sharp Shop Generator maintenance
ESCOM CLASS for Windows
Sierra Digital Recware, Safari

Sybase SQL Anywhere v 5.5.03

Microsoft FoxPro 2.5 (DOS & Windows), Front Page Express v

2.0.2.1118, Internet Explorer Admin. V4.0 standard, 5.0 beta,

Publisher 97, Project 98, Office 97, Windows 95

PoliceDepartment Overview

<u>Desktops</u>

of PCs 850 % Y2K compliant 59%

Mission Critical Applications

of Applications 3
Y2K Work Completed 3
Certified Compliant 0

Quality Assurance Assessment

Department's Y2K program is substantially acceptable and appropriately documented, but needs moderate improvement to increase risk mitigation.

Strengths: Awareness, organization, seeking remedies

Weaknesses: Planning, contingency planning

Contingency Planning

SPD is beginning a review and update of existing emergency response plans relative to Y2K risks.

Issues

Police Records Management System: This system, which provides real-time information about crimes, suspects, and ongoing investigations, has no back-up hardware or software and no test or development environments. While the vendor certifies this system as Y2K compliant, the City has no effective way of testing it and, worse, no easy way to recover in the event of a hardware or software failure. This is a risky situation for the Police Department and the City, with implications beyond Y2K.

Business Process Details

Answer and Respond to 911 Calls and On-View Incidents: SPD Communications Center and Officers

Operations Bureau (patrol) responds to public calls as well as to observed incidents. This function includes processing E911 calls and other contacts made through the SPD Communications Center. The Communications Center is being relocated to the new West Precinct facility which is now under construction. The new Communications Center is scheduled to become operational in mid-September, 1999. Y2K integration testing of all testable communications components is planned to be incorporated with acceptance testing for the systems and equipment being installed in the Center. This testing will include SPD's CAD and MDT systems as well as 911 call taking and processing systems and equipment.

Rating: Essential

Mission Critical Applications:

Name	Description	Completed/D	Certified/D
		ate	ate
911	Processes incoming E911	App being migrated to new HW & OS in July,	Test plan under development;
Communications	calls and dispatches patrol	1999	certification to be
Center (includes	to incidents		complete by 09/15/99
Computer Aided			09/13/99
Dispatch)			

Embedded Systems: Refer to supply chain list: vehicles and communications systems

Vendors/Suppliers:

Vendor	Broduct/Scrvice
	Product/Service
Digital Equipment Corporation	Computer hardware & system software
Litton/PRC	CAD application software
ESD/Fleets	Vehicles & fuel (patrol cars)
King County E911 System &	E911 Telephone System; TDD (telephone services
ESD/Communications	for the deaf
ESD/Communications	800 MHz two-way radio system; City telephone
	system; Mobile Data Terminal system
US WEST	Public telephone network
ESD/Facilities	Backup power to SPD Communications Center
	(generator/UPS)
AT&T	Cell phones
Metrocall	Pagers
Alster Communications	800 MHz radio batteries
American Feed & Farm	Dog food
Animal Surgical Clinic of Seattle	Veterinary care
Greenlake Animal Hospital	Veterinary care
Equine Consulting	Veterinary care
Equine Veterinary Assoc.	Veterinary care
Valley Vet Supply	Vet supplies, equipment
Woodenville Equine Hospital	Veterinary care
T&D Feeds	Hay, feed, medications

Argens	Keys, lock services (keypad sys)
Ricoh	Copy & fax machines & service
Rainier Photographic	Polaroid & 35mm film
Blumenthal's Uniform	Narcotics testers, OC spray, leather gear,
	protective vests
Lincoln Towing	Police vehicle towing & assistance; impound contract
Columbia Towing	Impound contract
GT Towing	Impound contract
San Diego Police Equipment	Shotgun ammunition
CCI Speer/Blount, Inc.	Pistol ammunition
SPD Quartermaster	Office supplies, report & other forms, batteries, flex
	cuffs, latex gloves & other personal protective
	equipment, first aid kit supplies, pepper spray

<u>Business Process:</u> Coordinate Citywide preparation for and response to emergencies and/or disasters (operate EOC)

Plan and staff operation of the City's Emergency Operations Center (EOC)

Rating: Essential

Mission Critical Applications: None

Embedded Systems: Inventory of EOC equipment was completed by Best Consulting.

City staff completed the assessment. No issues identified.

Item	Certified?	Source
Police – EOC	Yes	Net

Vendors/Suppliers

Vendor	Product/Service
ESD/Facilities	Emergency Generator

<u>Business Process:</u> Specialty units respond to critical incidents (includes harbor unit, SWAT and bomb squad)

This differs from above in that the process refers to specialty units rather than patrol officers.

Rating: Essential

Mission Critical Applications:

Name	Description	Completed/Date	Certified/Date
911	Processes incoming E911	App being migrated to	Test plan under
Communications	calls and dispatches patrol	new HW & OS in July, 1999	development; certification to be
Center (includes	to incidents		complete by
Computer Aided			09/15/99
Dispatch)			

Item	Certified?	Source
Police – Harbor boat	Yes	Net
Police – Mobile Precinct	Yes	Net

The harbor patrol boat and one of the mobile precinct units were inventoried by Best Consulting. City staff completed assessment of the equipment. No issues have been identified.

Vendors/Suppliers:

Vendor	Product/Service
Digital Equipment Corporation	CAR application activate
Litton/PRC ESD/Fleets	CAD application software Vehicles & fuel (patrol cars)
King County E911 System &	E911 Telephone System; TDD (telephone
ESD/Communications	services for the deaf
ESD/Communications	800 MHz two-way radio system; City
	telephone system; Mobile Data Terminal
	system
US WEST	Public telephone network
ESD/Fleets	Diesel fuel
CCI Speer/Blount Inc.	9mm, .40cal ammunition
Sporting Equip. Division	
Kesselrings	.308, .223cal ammunition
Wade's Eastside Guns	Weapons, maint., parts, supplies
Blumenthal's	Sure-Fire 6v bulbs, web gear
Brownell's Inc.	Weapons parts, cleaning supplies
Armor Holdings	Chemical agents, less than lethal weapons
Sage Control Ordinance Inc.	Chemical agents, less than lethal weapons
MK Ballistics	12ga. beanbag rounds
Second Chance	Body armor & repair
SPD Quartermaster	3v. lithium batteries
Daniel W. Cowen, Gunsmith	Remington .308cal rifle repair
Perkins Glass & Mirror Company	Ballistic glass (Peacekeeper & shields)
Television Equipment Associates	Radio Lash sets & repair
Dennis Petroleum	30w & 15/40w motor oil (Harbor Unit)
CarQuest	Oil filters (Harbor Unit)
Dyno Batteries	Boat batteries
NC Machine	Diesel parts & service
Jacobsen Boat Motors	Parts & service for outboard motors
Underwater Sports	Scuba parts & service
Fisheries Supply	Boat supplies
Shultz Distributing	Gasoline & diesel refueling of in-ground
	tanks
Remotec Inc.	Robot parts & service
Omni Distribution Inc. (Explosives	Shock tube & other explosives
Product Division)	-
Ideal Products Inc.	PAN disrupter supplies & service
Luna Tech Inc.	Electric shock tube initiators
Med-Eng Systems Inc.	Bomb suits & repair

<u>Business Process:</u> Detectives (including gangs, vice and narcotics) conduct criminal investigations

Rating: Essential

Mission Critical Applications:

Name	Description	Completed/D	Certified/D
		06/99	ate
Pawnshop	Reports pawnshop activity	06/99	
Automated	in accordance with State		
Reporting System	legal requirements		
(PARS)			
Records	Database of case &	App being migrated to new OS in July, 1999 in	Test plan under development;
Management	criminal histories, incident	conjunction with CAD	development,
System (RMS)	records, etc.	upgrade	

Vendors/Suppliers:

Vendor	Product/Service
King County ITS	Automated Fingerprint Identification System
	(AFIS) - KC is upgrading software and hardware
ESD/Fleets	Vehicles and fuel
US WEST	Public Telephone Network, cellular phones
Nextel Communications	Cellular phones
ESD/Communications	City Telephone System
King County	JEM Photo System
Washington State Patrol	Crime Lab Services
NEC	AFIS software support
Lightning Powder Company	Latent print evidence, processing equip: reagents,
	developer, ninhydrin, etc.
Fisher Scientific Company	Petroleum ether & other chemicals; mask
	cartridges
Sigma-Aldrich Chemical Supply	Ethyl acetate
Excel Gloves & Safety Supply	Lifeguard gloves
Kinderprint Company	Handiprint lifters, poly flex tape
Lightning Powder Company	AFIS tracing paper
Rainier Photographic Supply	'Type 51 Polaroid Film
Glazer's Camera Supply	Kodak Ektatherm ribbon & paper
Sirchie Inc.	Fingerprint Ink
AGFA Division/Miles Inc.	Photo processing supplies: paper, chemicals, film,
	Ocmat.
Rainier Photographic Supply	Photo processing supplies: paper, chemicals, film,
	Ocmat.
Prime Source Corp	Digital print supplies, dye sublimation materials
Evergreen Computer Products	Digital print supplies, toner, maintenance mat,
	zip cartridges
West Coast Paper Company	Laser paper
AB Dick Company	Maintenance: Diazo machine
Datec Inc	Maintenance: Fujitsu scanners
Financial Systems Products Corp.	Maintenance: Canon printer

Datapro Solutions Maintenance: S/W & hardware for keyfile system Etrak Maintenance: S/W & hardware system Seattle Register Systems Maintenance: cash register & fax machines Xerox Maintenance & supplies for copy machine FBI Tenprint cards WA State DOL Concealed pistol license application form FIR652-002 Time Equipment Company Time & date stamp OptiColor Film & Photo 35mm film SPD label Rainier Photographic Polaroid Spectra, 600 film SPD Quartermaster Office supplies & other; latent print powder, tape, brushes

Note: Cellular phones (services provided by US WEST and Nextel) are rated "Essential" by SPD; cellular equipment has been inventoried and assessed by Bob Berglund (SPD Communications)

Business Process: Provide traffic control/enforcement

Rating: Critical

Mission Critical Applications: None

Embedded Systems: Datamaster breath analyzer

Vendors/Suppliers:

Vendor	Product/Service
ESD/Fleets	Vehicles and fuel
Grainger	Safety supplies
Evergreen Computer	Computer cartridges
Super Seer Corp.	Helmets
Intoximeters Inc.	Alco sensors & mouthpieces
Kustom Signal	Radar sets
Enforcement Technology	Autocite ticket writers, ribbons & tickets
SPD Quartermaster	Office supplies, flares, tickets

Business Process: Provide special event planning and scheduling

Provide support for local festivals and events, visits by dignitaries, etc.

Rating: Critical

Mission Critical Applications: None

Vendors/Suppliers: None

<u>Business Process:</u> Provide command post oversight at critical incidents (SPOC and field commands)

This functions includes staffing SPD's internal emergency response center as well as field command for incidents/emergencies.

Rating: Critical

Mission Critical Applications: None

Vendors/Suppliers: None

Business Process: Pay employees

Description: Process payroll and produce paychecks

Rating: Critical

Mission Critical Applications:

Name	Description	Completed/Date	Certified/Date
HRIS	Citywide Payroll		
SFSM/Summit	Citywide Financials		

SFMS/Summit; HRIS – These are systems for which ESD is responsible; no SPD interfaces.

Business Process: Provide criminal history information

Rating: Critical

Mission Critical Applications: None

Embedded Systems: None

Vendors/Suppliers:

Vendor	Product/Service
DataPro Solutions	Optical Imaging System (equipment &
	software)

Business Process: Provide impound information to the public

Respond to inquiries on impounded vehicles

Rating: Critical

Mission Critical Applications: None

Embedded Systems: None

Vendors/Suppliers:

Vendor	Product/Service
ETrak	Towing management system (terminals,
	server & LETS S/W)

SEATRAN

Department Overview

<u>D</u>	es	kt	0	р	S

of PCs 350 % Y2K compliant 100%

Mission Critical Applications

of Applications 6 # Y2K Work Completed 6 # Certified Compliant 0

Quality Assurance Assessment

The department's Y2K program is complete, thorough, and appropriately documented. Strengths: Awareness, planning, organization, financial resources, direction, coordination, communication, staffing, controlling, seeking remedies Weaknesses: None noted

Contingency Planning

Efforts are under way and progress appears good. Plans will be complete by September 3.

<u>Issues</u>

SeaTran is determining what to do about the MIST traffic control system, which coordinates traffic signals in the Rainier Valley. Options include upgrading or replacing the current system or allowing individual signals to function independently, with periodic manual synchronization.

Business Process Details

Infrastructure Maintenance is a major activity at SEATRAN. The term, infrastructure, refers to roads, bridges, and other public rights of way. Infrastructure maintenance includes the management of inventory to support infrastructure repairs, scheduled inspections of the infrastructure, repairs to the infrastructure and responses to calls about infrastructure conditions.

Criticality Rating: Essential

Mission Critical Applications: None

Vendors/Suppliers

This business process is dependent upon 15 mission critical vendors and suppliers.

Business Process

Infrastructure Operation encompasses activities related to the control of the uses of right of way, the control of traffic flows, operation of moveable bridges and emergency responses to traffic related conditions.

Criticality Rating: Essential

Mission Critical Applications

Name	Description	Remediated/Date	Certified/Date
Street Use Permits	Processes permits allowing	Yes	
	work in City streets		

Embedded Systems

Name	Certified?	Source?
SeaTran – Bridges (draw and swing)	N/A 1	No risks
SeaTran – Traffic Signal Controllers - EPAC	No ²	
SeaTran – MIST Signal Control System	No ³	
SeaTran – Traffic Signal Controllers – All others	In progress 4	

Footnotes to embedded systems table:

Even thought there were no apparent risks, an in-depth examination of the University Bridge (most complex draw bridge) and the West Seattle Swing Bridge was made for verification. Approximately 45% of all signal controllers are EPAC controllers. These have all had their dates rolled back some time ago due to a year 1999 problem and have be functioning reliably. This temporary fix will get us through the 2000 safely. Firmware upgrades are in progress and once completed, all controller dates will be restored.

The MIST system is non-compliant (software). It may be replaced in the late third or early fourth quarter of 1999.

SeaTran is testing examples of each remaining controller type. To date, testing has not revealed any problems. Some controllers have no date issues.

Vendors/Suppliers: None

Business Process

Department Administration includes activities that are associated with the management of a City department, such as: budget, personnel administration, and accounting. Transportation funding and public information about the City's transportation network are also included.

Criticality Rating: Essential

Mission Critical Applications

Name	Description	Remediated/Date	Certified/Date
Accounts Receivables	Generates customer invoices, tracks payments and balances, reports and posting to SFMS	Yes	
Annual Permits	Bills annual permits for rental of ground or air space over City properties	Yes	
Equipment Cards	Tracks time billed to equipment usage and loads the data to SFMS	Yes	
Time Cards	Tracks time worked by regular FTEs and loads the data to SFMS	Yes	
UCIS	Utility Cuts maintains an inventory of City utility cuts, schedules jobs, tracks to completion, and feeds SFMS bills for reimbursement.	Yes	

Embedded Systems: None

Vendors/Suppliers: None

Business Process

CIP Project Implementation is a set of activities that are associated with major infrastructure projects. These activities include financial analysis, development of funding packages, project design, securing contract services, and project management.

Criticality Rating: Manageable

Seattle Center Department Overview

# of PCs	207	% Y2K compliant	100%
Mission Critica	I Applications		
# of Application	าร	4	
# Y2K Work Co	ompleted	2	

0

Quality Assurance Assessment

The department's Y2K program is complete, thorough, and appropriately documented. Strengths: Awareness, planning, organization, financial resource, direction, coordination, communication, staffing, controlling, seeking remedies, and contingency planning Weaknesses: None noted

Contingency Planning

Certified Compliant

Individual contingency plans have been developed for most of the Seattle Center embedded systems on the campus. This work is nearly complete. Contingency plans for the applications that support Mission Critical business functions are just starting to be drafted. Overall contingency plans that defend the Mission Critical business functions have not yet been drafted. This effort should commence soon.

<u>Issues</u>

Dacktone

The Seattle Center needs to upgrade its network infrastructure from its current inadequate token ring network to a City-standard Ethernet network. This work is not scheduled to be completed until the 4th quarter. Y2K Project staff will be working with the Seattle Center to accelerate this schedule.

Business Process Details

Event Sales & Booking

This Seattle Center function is pointed to the scheduling of public and private events in the various facilities on the Seattle Center Campus.

Business Subprocesses:

Client Contracts
Booking Events
Event Contracting
Marketing

Criticality Rating: Critical

Mission Critical Applications			
Name	Description	Completed / Date	Certified / Date
Event Management System	EMS – System used to manage the scheduling of events issuance of work orders	May, 1999	In Progress
Accounts Receivable	Center system to management payment receipts for events	Feb, 1999	In Progress
Network Upgrade	Conversion of the Seattle Center from 4 Megabit Token Ring to 10 Megabit Ethernet	Aug, 1999	
Admission Dispatch	Center system to assign event staff to specific Center events.	July, 1999	In Progress
Embedded Systems			
Name	Description	Certified?	Source?
MBC- Seimens Landis.	HVAC Main Controller	Remediated & Tested	
TEC – Seimens Landis	HVAC Main Controller	Remediated & Tested	
UC – Seimens Landis	HVAC Main Controller	Remedated & Tested	
Vendors/ Suppliers			

Business Process

No of Vendors = 18

Billing Promoters & Paying Staff & Vendors

For events held, promoters are billed for service rendered by Seattle Center: event building rental; set-up and take-down; event management, etc. In addition, supporting staff and vendors must be paid for services rendered.

Business Subprocesses:

Billing Clients
Accounting & Event Billing Tracking
Pay Staff & Vendors
Cost Accounting/Budget Tracking & Prep Financial Statements

Criticality Rating: Critical

Mission	Critical
Applicat	iono

Applications Name	Description	Completed / Date	Certified / Date
Event Management System	EMS – System used to manage the scheduling of events issuance of work orders	May, 1999	In Progress
Accounts Receivable	Center system to management payment receipts for events	Feb, 1999	In Progress
Network Upgrade	Conversion of the Seattle Center from 4 Megabit Token Ring to 10 Megabit Ethernet	Aug, 1999	
Payroll Entry	Center system to collect time information from regular and event staff, buffering to the HRIS payroll system.	July, 1999	To be scheduled
Embedded Systems Name		Certified?	Source?

Vendors/ Suppliers
No Supporting Vendors

No Embedded Systems..

Business Process

Event Production (Critical)

This function deals with the actual staging of an event in a rented Seattle Center facility, from event set-up, staffing, to event clean-up.

Business Subprocesses:

Event Management: Set-up, Take Down, Client Requirements Communications with Clients
Material & Supply Management for the Clients
Staffing of the Event
Load In & Load Out
Public Safety Management

Criticality Rating: Critical

Mission Critical Applications

Name Description Completed / Certified /

Event Management System	EMS – System used to manage the scheduling of events issuance of work orders	Date May, 1999	Date In Progress
Accounts Receivable	Center system to management	Feb, 1999	In Progress
Network Upgrade	payment receipts for events Conversion of the Seattle Center from 4 Megabit Token Ring to 10 Megabit Ethernet	Aug, 1999	
WINNT 4 Server 4-SP4 (SCADA)	Technical Facility Management Server / Manages the Seattle Center Facilities (HVAC, Fire Alarms, etc.)	May, 1999	
WINNT 4 Wokstation 4-SP4	Technical Facility Management Workstation Configuration / Manages the Seattle Center Facilities (HVAC, Fire Alarms, etc.)	May, 1999	
Win 95 OSR2	For Fire Alarm Dialers	May, 1999	
Embedded Systems			
Name	Descritpion	Certified?	Source?
MBC- Seimens Landis.	HVAC Main Controller	Remediated & Tested	ocu.co.
TEC – Seimens Landis	HVAC Main Controller	Remediated & Tested	
UC – Seimens Landis	HVAC Main Controller	Remedated & Tested	
NC Machnert	Diesel Generator, Key Arena		
Tri-Ed Fire Alarm Dialer	Fire Suppression		
Simplex 1.02 (Fag Pavilion)	Fire Suppression		
Simplex Fire Alarm Panel – 3.02	Fire Suppression		
Simplex Fire Alarm Panel – 8.02	Fire Suppression		
Simplex Fire Alarm Panel 4002 SCT	Fire Suppression		
Notifier Fire Alarm Panel AFP 200 V2.0	Fire Suppression		
Cereberus Pyrotronics 6.06 Fire Alarm Panel	Fire Suppression		
Unimde 4/16 Fire Alarm Panel	Fire Suppression		
Simplex Fire Alarm Panel 4100	Fire Suppression		
Pyrotronics System 3	Fire Suppression		
Edwards #6616	Fire Suppression		
Silent Knight #5207	Fire Suppression		
Silent Knight #5104	Fire Suppression		
Vision2PC Sign Controller – KeyArena Marquee	Sign Controller		
<u>Vendors/ Suppliers</u> No. of Vendors = 19			

Millennium Celebration (Y2K Impact Event)

Seattle Center will be having a special Millennium Celebration on the night of December 31st-January 1st. It is estimated that 130,000 people will participate in the Seattle Center New Year's Celebration. Seattle and the Seattle Center will also be the key site for CNN's round-the-world millennium celebration. Seattle will be the representative site for the Pacific Time Zone.

Business Subprocesses:

Event Management: Set-up, Take Down, Client Requirements Communications with Clients
Material & Supply Management for the Clients
Staffing of the Event
Load In & Load Out
Public Safety Management

Criticality Rating: Essential

Pyrotronics System 3

Edwards #6616

Mission Critical Applications			
Name	Description	Completed / Date	Certified / Date
Event Management System	EMS – System used to manage the scheduling of events issuance of work orders	May, 1999	In Progress
Accounts Receivable	Center system to management payment receipts for events	Feb, 1999	In Progress
Network Upgrade	Conversion of the Seattle Center from 4 Megabit Token Ring to 10 Megabit Ethernet	Aug, 1999	
Embedded Systems			
Name	Descriptio	Certified?	Source?
MBC- Seimens Landis.	HVAC Main Controller	Remediated & Tested	
TEC – Seimens Landis	HVAC Main Controller	Remediated & Tested	
UC – Seimens Landis	HVAC Main Controller	Remedated & Tested	
NC Machnert	Diesel Generator, Key Arena		
Tri-Ed Fire Alarm Dialer	Fire Suppression		
Simplex 1.02 (Fag Pavilion)	Fire Suppression		
Simplex Fire Alarm Panel – 3.02	Fire Suppression		
Simplex Fire Alarm Panel – 8.02	Fire Suppression		
Simplex Fire Alarm Panel 4002 SCT	Fire Suppression		
Notifier Fire Alarm Panel AFP 200 V2.0	Fire Suppression		
Cereberus Pyrotronics 6.06 Fire Alarm Panel	Fire Suppression		
Unimde 4/16 Fire Alarm Panel	Fire Suppression		
Simplex Fire Alarm Panel 4100	Fire Suppression		
5	F: 0 .		

Fire Suppression

Fire Suppression

Silent Knight #5207 Fire Suppression
Silent Knight #5104 Fire Suppression
Vision2PC Sign Controller: Sign Controller
KeyArena Marquee

Vendors/ Suppliers

No. of Vendors = 23

Business Process

Renovation & Redevelopment

Seattle Center has a CIP calling for the continuing development and improvement of the campus.

Business Subprocesses:

Develop Campus Consistent with Capital Plan Meet Contract Terms for Facilities to Open

Criticality Rating: Critical

Mission Critical Applications

Name Description Completed / Certified / Date Date

No Mission Critical Supporting

Systems

Embedded Systems

Name Certified? Source?

No Supporting Embedded

Vendors/ Suppliers
No Supporting Vendors

Seattle Center Business Partners and Mission Critical Vendors/Suppliers:

Vendors/ Suppliers	
Vendor	Product/
	Service
Aggreko	Generator
Emerald City Disposal	Solid Waste Removal
Compactor	
Cummins Northwest	Emergency Generators
Full House Sports Entertainment	Key Arena Ackerley (Sonics)
	Client Partner
Initman Theater	Playhouse
Millar Elevator	Elevator services
Pacific Northwest Ballet	Client Partner
Philip Environmental	Hazardous Waste Disposal
Scoreboard Sales & Services	Key Arena Scoreboard
Seattle Opera	Client Partner

Seattle Repertory Theater	Bagley Client
Seattle Thunderbirds	Key Arena Client Partner
Space Needle	Client Partner
Ticketmaster	Key Arena Client Partner
Seattle City Light	Partner & Supplier of Electrical Power
Seattle Fire	Partner & Public Safety
Seattle Police	Partner & Public Safety
Seattle Public Utilities	Partner & Suppler of Water, Drainage,
	Wastewater
ESD – Telephones	Partner & Telecomunications and Data
Seattle Children's Theater	Client
The Children's Museum	Client
U of W KUOW 94.9FM	Client Partner
US West Communications	Telecommunications

Seattle Public Utilities Department Overview

<u>Desktops</u>

of PCs 1250 % Y2K compliant 100%

Mission Critical Applications

of Applications 19 # Y2K Work Completed 16 # Certified Compliant 0

Quality Assurance Assessment

The department's Y2K program is complete, thorough, and appropriately documented. Strengths: Awareness, planning, organization, financial resource, direction, coordination, communication, staffing, controlling, seeking remedies, and contingency planning Weaknesses: None noted

Contingency Planning

SPU has a very active contingency planning effort throughout the department. All SPU business units have been trained in the contingency planning process and how to prepare a contingency plan. Operational contingency plans exist and are currently being updated. Plans to defend SPU's critical business functions are also under development.

Issues

Tolt Automated Dam Alarm System: This system automatically generates alarms in the event of any shift or movement in the earthen dam at the Tolt Watershed. Work to bring this system to Y2K compliance has been delayed awaiting contractor support and is currently scheduled for completion in August.

Business Process Details

Water Supply Operations
A function which maintains water pressures and volumes needed to meet normal demand and emergency (fire) responses.

Collection and Storage Transmission Distribution **Emergency Response**

Mission Critical Applications			
Name	Description	Fix Completed	Cert Completed
IWRMS Data Entry	Centralizes information on water sources, weather, flows, etc. supporting daily operations and planning.	09/16/1998	
IWRMS Reporter	Centralizes information on water sources, weather, flows, etc. supporting daily operations and planning.	08/28/1998	
Tolt Automated Data Acquisition System	Regulatory requirement for Tolt earthen dam. Monitors sensors in and around the dam. Connections to alarm system for early warning in the event of dam failure.	In progress	
Work Management System	Supports preventative maintenance, workload planning, inventory management, etc. for water quality and supply.	In progress	
Combined Utility Billing System	CUBS: Billing residential and commercial customers for water wastewater, and solid waste.	98 Q3	
Contract Time Analysis	Supports operations and reporting of disinfection in water transmission system meeting State DOH regulations.	02/02/1999	
Emergency Response Center	Supports public information on status of emergency work in progress.	02/04/1999	
One Call Utility Locator OCC	Supports rapid response to requests of utility line locations to ensure they are undisturbed by construction or digging.	02/22/1999	
One Call Utility Locator Sheds	Supports rapid response to requests of utility line locations to ensure they are undisturbed by construction or digging.	02/22/1999	

Embedded Systems	Included in applications		
Name	Issue	Status	Source
Water Supply Operations Control	Master PLC		
Center PLC			
Vendors/ Suppliers			
Vendor	Product/	Risk	Source
	Service	Assessment	
Novell	GroupWise		
Novell	Netware 32 bit Client		
Novell	Netware 4.11		
Microsoft	Windows 95 4.00.950a		
	Chlorine		
Seattle City Light	Electricity		
Executive Services Department	Fleets		
Executive Services Department	IBM Mainframe		
Executive Services Department	Radio Communications		
Executive Services Department	Internal Telephone System		
US West	Telephone Lines (Data)		
US West	Telephone Lines (Voice)		

Drinking Water Operations

A function which monitors and treats water to ensure compliance with public health requirements and safe Drinking Water regulations.

Treatment, Monitoring

Mission Critical Applications			
Name	Description	Fix Completed	Cert Completed
Emergency Response Center	Supports public information on status of emergency work in progress.	02/04/1999	
Laboratory Information Management System	Supports water sample data management and prepares water quality regulatory reports.	11/10/1999	
One Call Utility Locator OCC	Supports rapid response to requests of utility line locations to ensure they are undisturbed by construction or digging.	02/22/1999	
One Call Utility Locator Sheds	Supports rapid response to requests of utility line locations to ensure they are undisturbed by construction or digging.	02/22/1999	
Work Management System	Supports preventative maintenance, workload planning, inventory management, etc. for water quality and supply.	In progress	
Embedded Systems	Included in applications		
Name	Issue	Status	Source
Water Supply Operations Control	Master PLC		

Center PLC.			
Vendors/ Suppliers			
Vendor	Product/ Service	Risk Assessment	Source
Novell	GroupWise		
Novell	Netware 32 bit Client		
Novell	Netware 4.11		
Microsoft	Windows 95 4.00.950a		
	Chlorine		
	Flourine		
	Anti-corrosive agents		
Seattle City Light	Electricity		
Executive Services Department	Fleets		
Executive Services Department	Radio Communications		
Executive Services Department	Internal Telephone System		
US West	Telephone Lines (Voice)		

Waste Water Operations

A function which maintains the physical integrity and functionality of sanitary lines and appurtenances to ensure compliance with regulatory policies and practices.

Collection from Customer Residences and Business Transmission Storage Monitoring Delivery to Metro

Description	Fix Completed	Cert Completed
	08/07/1999	
Supports public information on status of emergency work in progress.	02/04/1999	
Supports preventative maintenance, workload planning, inventory management, etc. for drainage and wastewater.	11/19/1998	
Supports rapid response to requests of utility line locations to ensure they are undisturbed by construction or digging.	02/22/1999	
Supports rapid response to requests of utility line locations to ensure they are undisturbed by construction or digging.	02/22/1999	
Monitors status levels, pump run times, and power at 72+ wastewater pumpstations.	In progress	
	Supports public information on status of emergency work in progress. Supports preventative maintenance, workload planning, inventory management, etc. for drainage and wastewater. Supports rapid response to requests of utility line locations to ensure they are undisturbed by construction or digging. Supports rapid response to requests of utility line locations to ensure they are undisturbed by construction or digging. Monitors status levels, pump run times, and power at 72+	Supports public information on status of emergency work in progress. Supports preventative maintenance, workload planning, inventory management, etc. for drainage and wastewater. Supports rapid response to requests of utility line locations to ensure they are undisturbed by construction or digging. Supports rapid response to requests of utility line locations to ensure they are undisturbed by construction or digging. Monitors status levels, pump run times, and power at 72+

Embedded Systems	Included in applications		
Vendors/ Suppliers			
Vendor	Product/	Risk	Source
	Service	Assessment	
Novell	GroupWise		
Novell	Netware 32 bit Client		
Novell	Netware 4.11		
Microsoft	Windows 95 4.00.950a		
Seattle City Light	Electricity		
Executive Services Department	Fleets		
Executive Services Department	IBM Mainframe		
Executive Services Department	Radio Communications		
Metro West Treatment Plant	Water Treatment		
US West	Telephone Lines (Data)		
US West	Telephone Lines (Voice)		

Solid Waste Removal

A function which manages the pickup and disposition of solid waste materials.

Monitor Collection of Solid Waste and Recycling from Customer by Contractor Compact Solid Waste
Contract Removal of Solid Waste
Monitor Safety of Landfills
Transport Compacted Waste to Railhead

Mission Critical Applications			
Name	Description	Fix Completed	Cert Completed
Combined Utility Billing System	CUBS: Billing residential and commercial customers for water wastewater, and solid waste.	1998 Q3	
Flare Facility Control System (Kent Landfill)	Control burn-off of land fill gas emissions at Kent Highlands landfill.	04/07/1999	
Landfill Gas Monitoring	Supports regulatory requirements for landfill gas emissions.	In progress	
Embedded Systems	Included in applications		
Name	Issue	Status	Source
Transfer Station Compactors PLC		No risk	Consultant
Van dana/ Compliana			
Vendors/ Suppliers Vendor	Product/	Risk	Course
vendor	Service	Assessment	Source
Novell	GroupWise	ASSESSMEN	
Novell	Netware 32 bit Client		
Novell	Netware 4.11		
Microsoft	Windows 95 4.00.950a		

Seattle City Light	Electricity	
Executive Services Department	IBM Mainframe	
Pacific Union Railroad	Rail Service, trash transportation	
Executive Services Department	Radio Communications	
	Residential Waste & Recycling	
	Contractors	

Drainage Operations

A function which maintains the physical integrity and functionality of drainage lines and appurtenances to ensure compliance with regulatory policies and practices.

Maintain Structures that Transmit Runoff to Appropriate Locations

Mission Critical Applications			
Name	Description	Fix Completed	Cert Completed
Infrastructure Management System V7	Supports preventative maintenance, workload planning, inventory management, etc. for drainage and wastewater.	11/19/1998	
Vendors/ Suppliers			
Vendor	Product/ Service	Risk Assessment	Source
Novell	GroupWise		
Novell	Netware 32 bit Client		
Novell	Netware 4.11		
Microsoft	Windows 95 4.00.950a		

Business Process

Compensation & Benefits

A function which manages salary and hourly wage ranges, and benefit programs for SPU employees.

Collect Time Worked from Employees Authorize Payment at Department Level Transmit Payroll Information to ESD Receive Paychecks from ESD Distribute Paychecks to Employees

Mission Critical Applications			
Name	Description	Fix	Cert
		Completed	Completed
TimeCard	Supports collection, validation, and payroll processing for	04/08/1999	

	employee hours.		
Vendors/ Suppliers			
Vendor	Product/	Risk	Source
	Service	Assessment	
Novell	GroupWise		
Novell	Netware 32 bit Client		
Novell	Netware 4.11		
Microsoft	Windows 95 4.00.950a		
Seattle City Light	Electricity		
Executive Services Department	Internal Telephone System		

Customer Account Management

A function which negotiates terms and conditions of service, and initiates, modifies and terminates account service agreements including billing, credit and collections..

Receive Customer Service Requests Initiate Service Requests

Mission Critical Applications			
Name	Description	Fix Completed	Cert Completed
Combined Utility Billing System	CUBS: Billing residential and commercial customers for water wastewater, and solid waste.	1998 Q3	
Interactive Voice Response System (IVR)	Provides automated access to selected SPU services information and customer account information.	In progress	
ITRON Meter Reading	Supports collection and transmission of residential and commercial water meter readings to and from the Combined Utilities Billing System.	04/05/1999	
Remote Automated Payment System (RAPS)	ESD Application: Allows the payment of City utility bills a the various neighborhood centers.	ESD System	
Name	Issue	Status	Source
Vendors/ Suppliers			
Vendor	Product/ Service	Risk Assessment	Source
Attachmate	EXTRA!6.2		
Novell	GroupWise		
Novell	Netware 32 bit Client		
Novell	Netware 4.11		

Microsoft	Windows 95 4.00.950a	
Executive Services Department	Automated Call Distribution	
	System (ACD)	
Seattle City Light	Electricity	
Executive Services Department	IBM Mainframe	
Executive Services Department	Internal Telephone System	
US West	Telephone Lines (Voice)	

Customer Relations Management

A function which receives inquires, provides information, and helps solve problems associated with bill payers citizens, agencies, and organizations.

Receive Customer Inquires Regarding Services Provide Information to Customers

Mission Critical Applications			
Name	Description	Fix Completed	Cert Completed
Combined Utility Billing System	CUBS: Billing residential and commercial customers for water wastewater, and solid waste.	1998 Q3	•
Emergency Response Center	Supports public information on status of emergency work in progress.	02/04/1999	
Interactive Voice Response Center	Provides automated access to selected SPU services information and customer account information.	In progress	
ITRON Meter Reading	Supports collection and transmission of residential and commercial water meter readings to and from the Combined Utilities Billing System.	04/05/1999	
Remote Automated Payment System (RAPS)	ESD Application: Allows the payment of City utility bills a the various neighborhood centers.	ESD	
Embedded Systems			
Name	Issue	Status	Source
Transfer Station Compactors PLC		No risks	Consultant
Vendors/ Suppliers			
Vendor	Product/ Service	Risk Assessment	Source
Attachmate	EXTRA!6.2		
Novell	GroupWise		
Novell	Netware 32 bit Client		
Novell	Netware 4.11		
Microsoft	Windows 95 4.00.950a		

Executive Services Department	Automated Call Distribution	
	System (ACD)	
Seattle City Light	Electricity	
Executive Services Department	IBM Mainframe	
US West	Telephone Lines (Voice)	

Meter Reading

A function which collects usage values recorded by installed meters for the purpose of billing customers..

Red Customer Meters

Mission Critical Applications			
Name	Description	Fix Completed	Cert Completed
ITRON Meter Reading	Supports collection and transmission of residential and commercial water meter readings to and from the Combined Utilities Billing System.	04/05/1999	•
Embedded Systems	Included in application		
Vendors/ Suppliers			
Vendor	Product/	Risk	Source
	Service	Assessment	
Novell	GroupWise		
Novell	Netware 32 bit Client		
Novell	Netware 4.11		
Microsoft	Windows 95 4.00.950a		
Executive Services Department	Fleets		

Business Process

Billing

A function which notifies customers about the amount owed and services provided, and which manages the collection of payments..

Process and Transmit Meter Information to Cubs Process Exception Bills Receive Payments from Customers

Mission Critical Applications			
Name	Description	Fix Completed	Cert Completed
Combined Utility Billing System	CUBS: Billing residential and commercial customers for water wastewater, and solid waste.	1998 Q3	,
ITRON Meter Reading	Supports collection and	04/05/1999	

	transmission of residential and commercial water meter readings to and from the Combined Utilities Billing System.		
Remote Automated Payment System	ESD Application: Allows the payment of City utility bills a the various neighborhood centers.	ESD	
Transfer Station Billing System	Supports customer billing for the transfer station services.	01/14/1999	
Embedded Systems	Included in application		
Vendors/ Suppliers			
Vendor	Product/	Risk	Source
	Service	Assessment	
Seattle City Light	Electricity		
Executive Services Department	IBM Mainframe		
Executive Services Department	Internal Telephone Lines		

City Computing Infrastructure

System	800 MHz Radio Infrastructure
Description	The City's 800 MHz Radio network consists of seven transmission sites and over 4,000 vehicle-mounted and handheld radios deployed in Police, Fire, Public Utilities and other departments. The system is vital to their operations. The system is operated as part of the overall King County 800 MHz network which has 26 sites and about 10,000 radios. The network is a Motorola "Smartzone" system at system release level 2.0.3.8 with dual, redundant zone controllers (computer systems). The King County network is managed by a Regional Communications Board (RCB) with representatives from the County's four major public safety communications agencies.
Y2K Work to Date	Inventories of the communications equipment in use in the County system are complete. City staff and Motorola have verified the Y2K readiness of these components. Motorola strongly recommends against a test of the entire system. At least one other, similar, system was tested nationally and rolled dates from December 31, 1999 to January 1, 2000 and February 29, 2000 to March 1, 1999. While the RCB system continues to function, the jurisdiction is unable to roll test dates within the system without a complete reload of the system software, requiring a lengthy shutdown and degraded radio communication region-wide. A decision was made not to test the RCB system for safety considerations.
Present Status	The RCB has issued a letter certifying the Y2K readiness of the subscriber equipment (individual radios). The RCB has approved a similar letter for the central transmission network itself.
Upcoming work	 Motorola will conduct a test of a Smartzone system which mirrors the King County system on the 7th of July at its headquarters in Illinois. RCB representatives, including the City's managing engineer, Jon (Wiz) Wiswell will observe, question and record results at the test site. The RCB will issue its letter certifying the Y2K readiness of the central transmission network. See also Police 911 Center status.
Contingency plans*	 There is no good alternative to the use of the 800 MHz network to manage the operations of the City's public safety and utility agencies. Motorola Smartzone systems exist in Australia (19 hours ahead of Seattle), Israel and Great Britain. A number of agencies, including the RCB and Public Technology Inc. (of Washington, D.C.) will monitor the Y2K effects on radio systems in use in these countries as the date changes on 31 Dec. The City's mobile data terminal (MDT) system has been extensively tested for Y2K compliance and will continue to be used to dispatch police in any event. All patrol cars have MDTs.

System	Wireless Supplementary Systems
Description	In addition to the basic 800 MHz radio system, there are several

	 supplementary wireless systems which serve City government: Commercial Paging. Most pagers used by City employees are provided by Metrocall – formerly AT&T messaging. Fire Paging. The ESD Communications (radio) shop has installed and operates a separate paging system for the Seattle Fire Department. This separate, dedicated, system has a much more consistent response time for the Fire service. 450 MHz Emergency Operations Center Radio. The ESD Communications (radio) shop has installed and operates a separate 450
	MHz system which services the EOC as a command and control system in times of disaster or other EOC activation.
Y2K Work to Date	 Metrocall is doing work on the Y2K readiness of its paging system. The Radio Shop has finished considerable work investigating the Y2K readiness of its other systems.
Present Status	 The Fire Paging system will be tested. The 450 MHz system has no date dependencies and is Y2K ready.
Upcoming work	ESD Communications will continue to monitor the Y2K readiness of Metrocall.
Contingency plans*	If paging systems do not work, cellular telephones or the 800 MHz radio system could be used in their place.

System	City Telephone Network
Description	The City of Seattle owns a private telephone network consisting of 25
	major switches, over 130 minor ones, and over 10,500 individual telephone
	lines in about 300 City business locations. All major switches have backup
	battery plants or generators. Nortel has manufactured almost all the
	primary telephone equipment – both switches and telephones. The
	telephone switches include both hardware and a software operating system
	(named "X11"). This system interconnects to the public switched
	telephone network (PSTN), primarily operated by US WEST, at a number
	of locations. It is designed, however, to function independently of that
	network. Even if the US WEST network is not available, the City's
	telephone network will continue to function although, obviously, it will not
	be able to send or receive calls to any non-functional outside network.
	There are a number of supplementary telephone systems (e.g. voicemail)
	which are addressed in a separate section.
Y2K Work to Date	Testing of the large telephone switches is difficult, as there are a number of
	different locations where dates are held. After a Y2K test, the entire
	software and configuration of the switch would have to be reloaded from
	scratch. However, Nortel has extensively tested a variety of switch models
	and X11 software releases in its Santa Clara lab. In addition, ESD
	Communications conducted an independent Y2K test of one small switch (a
	model 21). ESD has finished extensive research on the Y2K readiness of
	telephone system components.
Present Status	Based on work done to date, the basic telephone network is entirely Y2K-
	ready.
Upcoming work	ESD communications will conduct a more extensive test of the model
	81C switch which is being deployed in the new 911 center. A separate
	test plan is under development by the vendors and City staff.

	 An inventory of all switch models and software releases has been forwarded to Nortel for Y2K readiness certification.
Contingency plans*	 Over 2000 cellular telephones are extensively deployed in City government. If there are difficulties with the City's telephone system, these cellular phones could be used, presuming they do not have Y2K problems. Over 4000 800 MHz radios are deployed in City government. These radios could be used if a part of the telephone network is not available.

System	Public Switched Telephone Network
Description Y2K Work to Date	 The Public Switched Telephone Network (PSTN) is the name for all the public telephone networks in use in the United States today. In the area of the City of Seattle, US WEST is the primary PSTN provider for wired networks, although long-distance services and cellular telephone services are provided by a number of other carriers. Clearly the City and its citizens are quite dependent on the PSTN for even rudimentary services such as calling 911. City government depends upon PSTN providers for the following services: Connection to citizen homes and businesses. Citizens and business owners use the PSTN to contact City government for virtually every service. The primary provider is US WEST. 911. The ability of citizens to call 911 is a special case situation of the general PSTN discussed above. The provider is US WEST. Cellular telephones. There are at least seven cellular telephone providers in the Seattle area. The City's primary provider is AT&T Wireless. Long distance. The City has a contract with Frontier Communications for long-distance service. US WEST. US WEST has done considerable work in prepare for Y2K. US WEST has a Y2K test laboratory in Colorado with models of each of the major telephone switches in use in its service area. For 911 calls, the City uses individual copper cables for each telephone line (as opposed to amalgamating those individual lines into a single T-1 line or fiber optic cable with complicated electronics more susceptible to Y2k problems). In addition, there are dual paths (two distinct routes) from US WEST's central office to the 911 center. AT&T Wireless also has a test lab and had done considerable work to identify and mitigate Y2K problems. In addition, the City has a direct connect to AT&T Wireless. This means that calls from certain City AT&T Wireless phones back into City government can bypass US WEST. Even if US WEST's PSTN is not available, those phones can
Present Status	 still communicate with the City government's internal phone network. City government officials believe both US WEST and AT&T Wireless will be substantially ready for Y2K.
Upcoming work	 US WEST has offered to interconnect its Y2K testing labs in Colorado with the City's new 911 Center. If this can be accomplished in July and August, it will allow end-to-end testing of calls to 911,as well as both US WEST and City telephone switches involved in such calls. The City is will re-bid its contract for long-distance service. This is a
Contingency plans*	There is no contingency plan for the PSTN and 911 center. If this

service fails, there are no alternatives. • If the US WEST PSTN fails for any reason, the City will be cut off from telephone contact with its citizens and will need to use alternative means – walk-in to City facilities, 800 MHz and the City's internal telephone network, and cellular telephones.

System	Telephone Supplementary Systems
Description	 In addition to the primary City telephone system, there are a number of supplementary telephony systems: Voicemail. The city presently has a Meridian Mail voicemail system linked to the Municipal Building telephone switch. Voicemenuing. Two voicemenu system (one Meridian Mail and one EC-24 Voicemail) provide voice menu's to automate answering of certain telephone lines providing certain kinds of information. Interactive Voice Response (IVR). IVR systems have been deployed for Municipal Courts, Contracting and Seattle Center. IVR systems connect to computers to provide, for example, automated payment of violations by credit card, or in the near future, scheduling of construction inspections for DCLU. Automatic Call Distribution (ACD). ACD systems allow distribution of telephone calls to a group of "agents" in a call center. The City's primary call center serves the Public Utilities and City Light departments. ACD is supported by a reporting system called "Meridian Max". Telephone Management System (TMS). TMS is a product manufactured by Switchview. TMS is used to manage the telephone switches, retrieve call activity and billing information for City departments. Switchview has provided information to the City that their products are Y2K compliant.
Y2K Work to Date	 Voicemail. The Meridian Mail system is not Y2K compliant and is being replaced by an Octel system, due to come online in a phased implementation scheduled from 15 July to 31 August. Voicemenuing. The two voicemenu systems were not Y2K compliant and have been upgraded according to the manufacturer's instructions. The IVR systems have been certified by the manufacturer, Periphonics, as Y2K ready. A subsystem – Paylinx – for payment of credit card transactions, has been upgraded and is now Y2K ready. The ACD systems are part of the basic Nortel telephone switch software ("X11") and are Y2K ready. The City's two Meridian Max reporting systems have been upgraded an are now Y2K ready.
Present Status	 All systems are Y2K ready except for voicemail, which is undergoing replacement at this time. <i>None of these systems</i> are, strictly speaking, <i>critical</i> to the functioning of City government.
Upcoming work	• The new Octel voicemail system is located in the new Police 911 center and will be tested as part of the Y2K testing of that center in July, 1999. A separate test plan is under development by the vendors and City staff.
Contingency plans*	If voicemail, voicemenuing or IVR fail, the contigency plan is to route telephone calls normally handled by these systems directly to City employees.

•	Meridian Max (ACD reports) and TMS are reporting and management
	systems. If either fail, certain reports or telephone bills will not be
	available, but the underlying telephone network will continue to
	function.

System	City Data Communications Network
Description	The City's data communications network is a group of data communications switches, routers and hubs which interconnect over 7000 computers in City government, ranging from mainframe computers to the desktop computers in most City offices. The primary network is known as the "data Backbone" and consists of about 20 devices in a dozen City buildings. In addition to this "backbone", there are over 300 individual switches, bridges, and similar devices located in departments or at remote sites such as neighborhood service centers and Parks community centers. Most of the equipment is manufactured by Cisco, although some is manufactured by Cabletron and Nortel/Bay networks.
Y2K Work to Date	ESD Data Network Services has extensively tested a prototype of every device in the data communications network, and the central network management system is able to determine the model number and software version of every Cisco device. In addition, ESD Communications has performed a test on the Backbone where the date of all 20 central devices was set forward to 01/01/00.
Present Status	All equipment in the data communications network has been identified and its Y2K readiness has been ascertained. All equipment with the exception of certain ISDN bridges has been upgraded and is Y2K ready. ESD data network services is planning an extensive replacement of Backbone equipment with newer, faster, ("gigabit") models from Cisco, primarily to support the implementations of Summit and the Combined Customer Service System (CCSS).
Upcoming work	 The new "gigabit" equipment and other data communications equipment will be tested for Y2K readiness as part of the new 911 center implementation. A separate test plan is under development by the vendors and City staff. The new "gigabit" network will be implemented in parallel to the present Backbone, and will be Y2K readiness tested prior to implementation. Data communications equipment will be deployed in the SCL and City Y2K testing networks under construction in Key Tower and at the City's computer center.
Contingency plans*	The City relies on its data communications networks for e-mail, access to applications such as financial management and customer service, and access to the InWeb and Internet. There are no good contingency plans should a part of the data communications network fail. However, the City's network is built from exactly the same technology (Cisco switches) as the equipment which comprises the world-wide Internet.

System	Internet Connection
Description	City government's internal networks are connected to the Internet through

	Electric Lightwave, Inc. (ELI). City government is protected from the Internet by a series of data network devices collectively called a "firewall", which prevents hackers and other potential intruders on the Internet from attacking City government computers.
Y2K Work to Date	 ELI has certified its networks as Y2K ready. The major components of the firewall computers are manufactured by Cisco – see data networks above for testing and status information. Software on the firewall devices manufactured by Secure Computing have been upgraded and tested for Y2K readiness.
Present Status	Both the ELI and City-owned part of the Internet connection appear to be Y2K-ready.
Upcoming work	ESD Communications needs to finish research on certain parts of the firewall – F5 Labs - to insure complete Y2K readiness.
Contingency plans*	 ELI interconnects to the Internet via all three of the major Internet backbone providers, giving a high level of redundancy to their service. If there should be difficulties with certain parts of the City's firewall system, those parts can be deactivated. While this reduces the level of security (protection from the Internet) that the firewall provides, it will guarantee uninterrupted service.

System	Service Desk Systems
Description	City government operates three service desks – in ESD, City Light and the Public Utilities. These service desks accept telephone calls or e-mail problem reports from end-users of information technology. The service desks solve the problems or dispatch them to specialists for solution. The service desks use a variety of IT systems to do this work. The primary system for problem management and tracking is "McAfee Help Desk" or MHD.
Y2K Work to Date	The Y2K readiness of Service Desk systems has been extensively researched.
Present Status	 MHD is certified by its manufacturer – Network Associates, Inc. – as Y2K ready. All other systems used by the Service Desks (e.g. desktop computers, the Internet, ACD) are being tested and certified for Y2K readiness by other IT groups.
Upcoming work	• The three joint service desks are planning activities for the Y2K transition event – 31 Dec 99 to 3 Jan 00. These activities will support problem reporting and Y2K readiness tracking for other IT units in City government.
Contingency plans*	If MHD fails, the Service Desks will use a paper tracking system for tickets and dispatching.

System	Police 911 Communications Center
Description	The City is building a new Police 911 Communications Center and West
	Police Precinct at 8 th and Lenora. ESD Communications is responsible for
	the installation and testing of all communications systems (data, radio and
	telephone). The combined configuration of all equipment in the 911 center

	will be tested as part of the normal testing prior to implementation of the center. This situation affords the City a unique chance to test Y2K compliance of these systems as well. The systems include a number of components which are extensively deployed throughout City government, to include: Option 81 Nortel telephone switch, Octel voicemail system,
	Cisco data communications routers, Fujistsu SONET multiplexors,
	Power911 telephone systems, and Motorola radio consoles and base station equipment.
Y2K Work to Date	Considerable Y2K testing and research work has been completed on the individual telecommunications components (switches, radios and other electronics) of the center.
Present Status	The electronics construction of the center is due for completion on 15 July.
Upcoming work	 The center is scheduled to open in September, 1999. In July and August, there will be extensive testing of the electronics components in the center, both individually and as systems. This will include wide-ranging Y2K testing. USWest has agreed to link the 911 Center to its major Y2K telephone switching centers in Colorado during many of these tests.
Contingency plans*	See contingency plans for the individual components of the 911 center, elsewhere in this document.

System	RS/6000 SP Complex
Description	The City currently has 14 RS/6000 SP Nodes, 3 Control Workstations housed within 3 frames as well as an S70 and a standalone RS/6000 machines. These nodes and stand alone devices provide the computing platform for many applications and departments i.e. Summit (Finance), HRIS (Personnel), Consolidated Customer Service System (SCL/SPU), Daimon (Law) and various others (SCL, ESD). Date changes within the existing environment is not possible to test applications as it is today.
	 Testing of system and applications will occur in two ways: With a product called Time Machine. This tests the application data or Oracle data base only. With a dedicated SP complex. An SP complex allows system level date changes for all hardware / applications residing within it.
Y2K Work to Date	 Research on all applications, hardware, software and third party products allowing testing. A combination of both solutions was selected. Some applications will use Time Machine to test on existing hardware. An ITB is currently open to the market requesting bids to provide the Y2K SP test hardware in the shortest amount of time at the best price. A complete installation plan addressing hardware, software and test dates has been created and continues to be revised as delivery dates are known. Research on all system level software and hardware has been completed. Upgrades have occurred for AIX and PSSP system software. This process will continue throughout the process as the IBM vendor is continually working on Y2K issues.
Present Status	 ITB close date is July 2, 1999 Identified existing SCL SP Wide node to be moved into the Y2K SP Frame for additional testing capacity. All applications to be tested are split into two operating system environments with different versions of

	the operating system, two SP Nodes will used for all application testing.Applications to be tested have identified dates to be used. Re-iterative
	testing of applications will be required for each date
Upcoming work	• ITB Vendor selection end date is July 14, 1999
	• Y2K SP test complex required delivery date is July 28, 1999 or sooner
	• All dates and tasks identified for Y2K SP test complex and system level
	requirements installation plan
	Hardware delivered by July 28, 1999
	 Vendor schedules IBM to install hardware
	 City and Vendor install and test operating environment
	 Move SCL SP Wide node into Y2K complex for testing
	 Confirm or install operating system on SCL SP Wide node
	Application and data loaded per customer test requirements (repeat as
	required by customer date requirements)
	• Application testing per "first test date" as required by customers (repeat as required by customer date requirements)
Contingency plan	Contingency plan for test environment for Y2K application testing is the
	use of Time Machine in the existing SP complex. Full testing of system
	level date changes is not possible with this software. However customer
	data base or Oracle testing would be possible.
	There is no contingency plan for the production environment other than to
	call IBM support for both hardware and software. If there is a problem in
	either of these cases going to the disaster recovery site would not work as
	we would replicate the environment we have here.

MVS/CMOS Enterprise Server

System	MVS/CMOS Enterprise Server
Description	The City currently has a CMOS processor running OS/390 operating system software. This environment supports critical applications such as CIS, MMS, CMS for Seattle City Light, CUBS for Seattle Public Utilities and SFMS for ESD Finance. SFMS will be replaced with Summit on the SP platform in July, 1999, see RS/6000 SP Complex.
	Testing of System level software, applications and hardware will occur in the following ways:
	Ensure date changes during testing does not pose a software/product licensing issue
	Purchase additional disk storage for replication Add 272GB of disk storage to replicate the operating system and user test applications
	Partition the existing CMOS process into two logical partitions Sever the connection between partitions to ensure no sharing of data Test all system level software for Y2K readiness
	Test tape and printing functions on off hours
Y2K Work to Date	Testing of all applications with required dates Identified system level requirements i.e. what is required to create a test
121 Work to Bute	bed, environment Wrote and received approval for Sole Source for EMC Disk Created system level configurations for logical partitioning of CMOS processor
	Identified tasks for installation plan and testing of applications Researched all system software products, identified maintenance and new versions to address all Y2K issues
Dungant Ctatus	Implemented 95% of maintenance and products
Present Status	Awaiting for EMC Disk arrival Continue to update installation plan as dates are known
	Currently installing new release for system software for the following for Y2K as follows:
	CA-Spool Release 1 Version 11 EMC Time Finder
	Foreman maintenance AbendAide for CICS VCP Maintenance
Upcoming work	Complete new product installations outlined above Complete new maintenance required outlined above
	Research maintenance level on an on-going basis to ensure latest has been received throughout the process
	Install additional 272GB of disk storage to replicate the operating system and user test applications
	Confirm partition the existing CMOS process into two logical partitions
	Test and document all results of system level software for Y2K readiness
	Test tape and printing functions on off hours
	Testing of all applications with required dates

Contingency plan	Testing of system level software has occurred on two occasions at the disaster recovery site. There were no problems discovered. However if problems at the system level are found, incident reports will be opened with IBM and Computer Associates (largest and most critical system software vendors) will be opened. Problems will be worked until resolved at a severity one level. Vendors have been in contact throughout the year in preparation of Y2K level setting.
	There is no contingency for the CMOS should complete failure occur, as disaster recovery procedures replicate the same system software.

Citywide Messaging

Description	The Citywide Messaging system is currently running on Novell GroupWise v5.2
	The City relies upon the messaging system for: _ E-mail between employees as well as correspondence with vendors and citizens _ Calendaring Functions _ Faxing _ Paging
Dependencies	 Power is available Network is up (including firewall and Internet for external communication. Domain Name Server is functioning (for client resolution)
Y2K Work to Date	Vendor assurances have been collected for the GroupWise software http://www.novell.com/year2000/product.html
	Novell Ferret utility has been run on all Mxx servers to ensure NLM compliance Check2000 has been run on messaging hardware. Results stored.
Present Status	Request has been placed with Novell to obtain their documentation for their Y2K testing. Novell has indicated that the GroupWise software is Y2K compliant with
Tresent Status	patches Calendar Printing (patch available with the GroupWise Print Pack 2) WebAccess (Patch pending)
Upcoming Work	The following work will need to be done Work with City departments to get upgraded to GroupWise v5.2.4 GW 5 Print Pack 2 must be applied to all clients for post Y2K calendar printing WebAccess fixes will be applied to server once patch is available. Work with Novell to obtain documentation on the methodology used for testing GroupWise Check Y2K compliance pages every month to verify that statements have not changed.
Contingency Plans	Print off calendars for next few weeks following Y2K rollover.
rians	Use phone, if available or snail mail for communication. If that fails yell loud.

Use standalone fax machines for fax services.
Use standalone software for paging (or direct e-mail or web). Hard copy of pager numbers.

Citywide NDS

Description	The City_Seattle NDS tree supports the majority of the City of Seattle
	departments. This includes support for : _ File, printer, application sharing
	_ Authentication
Dependencies	1. Power is available
	2. Network is up
	3. Time server (NTP1.ci.seattle.wa.us) is working properly
Y2K Work to	Vendor assurances have been collected for Netware
Date	http://www.novell.com/year2000/product.html
	Novell Ferret utility has been run on all CSx servers to ensure NLM compliance
	Seattle City Light has run a test script against a test environment to increase confidence in the Y2K rollover for Netware 4.11.
	Request has been placed with Novell to obtain their documentation for their Y2K testing.
Present Status	Netware 4.11 is fully Y2K compliant with the application of Support Pack 6 http://www.support.novell.com/cgi-bin/search/patlstfind.cgi?2935544
	Current patches required for Netware products can be found at http://www.novell.com/year2000/patches.html
Upcoming Work	Ensure that all Netware 4.11 servers in the City_Seattle tree:
	have the IWSP6a patch or the appropriate Y2K patch from Novell
	have been tested for hardware Y2K compliance in total or by representative group.
	Eliminate or upgrade remaining 3.x and 4.1 servers
	Work with Novell to obtain documentation on the methodology used for testing Netware.
	Run Ferret on all Netware servers across the City_Seattle tree.
	Check Y2K compliance pages every month to verify that statements have not changed.
Contingency	Hardware failure due to time: Rollback time and restore data
Plans	_ Assumes that backup solution is functioning and available.
	Time server failure due to time : Switch CS1 to new NTP server or use CS1 as authority.
	Network failure: Sit and wait for network to come back up
	Power failure: Go home

Consider replicating mission critical data local to machines, if possible.